



Ali Mabrook

Curriculum Vitae (CV)

What job i'm looking for? My positive points

position."

Preferred occupation Well, in the first my experiences come up with " sales and marketing" and " agent services"...

Preferred work location Reitz
Free State

in college :-

Position Name: MIS Software Other North West
North West

- Provide end-user support services (helpdesk) for desktop systems at HQ.

Contacts and general information about me

- Perform the initial assessment, identifying the problem and attempting to resolve problem tickets.

Day of birth 1992-10-03 (31 years old)
• Use tool to track all user requests, incidents and problems, and manage request lifecycle,

Gender Male
including status, progress, closure and verification with end-user.

Residential location Queenstown
Eastern Cape
• Ensure end-user requests are closed satisfactory within agreed KPIs.

Telephone number *Information is available only for registered users.*

About me : [Sign in](#)

Email address *Information is available only for registered users.*

[Sign in](#)

"I have strong communication skills."

Work experience.

Working period **nuo 2013.01 iki 2014.10**

I wanted experience helping people with computer related problems, so I approached the
Company name Super market
information technology director and asked her if she'd teach me to work on the help desk in
You were working as... Cashier
exchanged for my time and efforts. Employee

What you did at this job position? count the money carefully and delivery to concerns

"I'm good at managing my time."

Working period **nuo 2010.09 iki 2011.07**

"I have excellent leadership qualities."

Company name Shadow Restaurant

"I work well with others."

You were working at: Managers

Occupation mangers all Employee and agent for customer
"Because I need a job. I am a hard worker. "I saw your ad and could do the job , Because I have

What you did at this job position? observe and manage all Employee
three years experience working with customers in a very similar environment.

Because I have what it takes to fill the requirements of this job - solve customer problems using my

Education

excellent customer service skills."
Educational period **nuo 2016.11 iki 2016.12**

"Because I have the experience and expertise in the area of customer support that is required in
Degree Diploma

this
Educational institution University of the Cordilleras | Baguio City, Philippine

Educational qualification Bachelor of Science in Information Technology 2013-2016

I could work MIS Software

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	good	good

Computer knowledge

- A good working knowledge of all levels of helpdesk support.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Experience of working with SAP system & multi-line help desk systems.
- Knowledge of all Microsoft office applications and operating systems.
- Experience of MAC system and applications

Conferences, seminars

google seminars . 2016 December in first of week, for ITBS

Additional information

Your hobbies	sports and Reading and booking
Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	2015-01-00 (9 years)
Salary you wish	6000\$ R per month
How much do you earn now	5500 R per month