



Mpho Mudzusi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am one of a kind! I have unique thinking skills and am able to think out of the box. I love working with people and fit in wherever I go. I have the ability to make friends and ease into any job position I find myself in. I am a fast learner and am able to complete tasks effectively and efficiently. When I see an opportunity to grow, I eagerly seize it with both hands. I believe that I am and will be a valuable contribution to any company, because I do not give up!

Preferred occupation	IT support Technician IT, computing jobs
	IT Consultant IT, computing jobs
	Desktop Support Technician IT, computing jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Gender	Male
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2016.06 iki dabar
Company name	LM Mantsha Attorneys
Occupation	IT Support Technician
What you did at this job position?	Provide General IT support and maintenance to all users; Troubleshooting and resolving user related IT issues; This includes installing, diagnosing, repairing, maintaining and upgrading all end user hardware and software; Troubleshooting TCP/IP networks, adsl, routers, email, printing issues, antivirus and other peripherals; Assisting with PC / Connectivity setup for new employees (office and contract based); Install application programs requested by the user; Assists with the moving of computer equipment.

Working period **nuo 2012.10 iki 2014.03**

Company name Dimension Data

Occupation IT Consultant

What you did at this job position? Liaise with all IT Technician and users on issues related to the project; Advising IT Technician on how to use information technology in order to meet their business objectives or overcome problems; Improve the structure and efficiency of IT systems; Maintaining registers of equipment and users; Managing Technical issue register; Ensures that the Daily and Weekly IT checklist is done according to responsibilities; Carry out work of migration using SCCM and Altiris Deployment Server; Install, configure and upgrade MS Windows 7 (OS) and MS Office 2010; Install and upgrade Anti-Virus and ensuring that the Anti-Virus is up to date to all users; Install or Deploy application programs requested by the user; Install and configure Check Point VPN-1 Secure Client and Citrix CAG/receiver; Creating new user accounts and mailboxes on Exchange and Active Directory; Troubleshooting TCP/IP networks, Wi-Fi, email, 3G card, telephone, fax, printing issues, antivirus and other peripherals; Provide post migration support and walk-floor to all Windows 7 Migration users; Provide remote and telephonic assistance; Respond to and diagnose a wide range of more complex problems through discussions with users; Ensures that user's computer related problems are dealt with as quickly and effectively as possible; Follow up with users; Escalate difficult problems to higher level of support.

Working period **nuo 2011.11 iki 2012.03**

Company name Standard Bank

Occupation Desktop Support Technician

What you did at this job position? Set-up user's with a new Laptop; Back-up and restore user's data, using DAD tool crossover cable; Creating new user accounts and mailboxes on Exchange and Active Directory; Install and configure various Applications: SAP; putty; IBM 3270; Home Loan OS2; Remedy; OCS; Workflow; Altiris client service and Right fax; Installing, configuring and connecting 3G Card and Check Point VPN-1 Secure Client; Set-up and provide support on Local and WI-FI Network; Configuring Microsoft Outlook 2007/2010 and mapping user's personal folders; Mapping network share drives and printers; Escalating problems to higher tier technicians where applicable.

Working period **nuo 2008.09 iki 2010.03**

Company name Department of Finance

Occupation Desktop Support Technician

What you did at this job position? Manage user's calls using CA Unicenter IT Service Management; Creating new user accounts and mailboxes on Exchange and Active Directory; Respond to users calls, diagnose, solve, document, and report a wide range of problems; Installing, configuring and repairing of Microsoft windows operating systems and Microsoft office and as well as installing relevant hardware drivers; Installing and configuring the following application: Citrix Metaframe; BAS; PERSAL; SAP; Docktrack; Teammate and Right fax; Installing, configuring and connecting 3G Card and Virtual private network; Configuring, connecting and repairing local and WI-FI network; Configuring and repairing Microsoft Outlook 2003/2007 and mapping user's personal folders; Installing and updating Symantec end point version 11 Antivirus software; Mapping network share drives and printers; Assists with the moving of computer equipment.

Education

Educational period **nuo 2009.01 iki 2010.11**

Degree Certificate

Educational institution Promentric Testing Center

Educational qualification Microsoft Certified System Administrator

I could work As Desktop Support Techncian

Educational period **nuo 2007.02 iki 2008.12**

Degree Certificate

Educational institution Boston Technology Campus

Educational qualification System Development NQF Level 5

I could work Application Support

Educational period **nuo 2014.09 iki 2014.12**

Degree Certificate

Educational institution Central Johannesburg College

Educational qualification International Computer Driving Licence

I could work End user support

Languages

Language	Speaking level	Understanding level	Writing level
Tshivenda	very good	very good	very good
English	very good	very good	very good
isiZulu	good	good	fluent
Sesotho	good	good	fluent

Computer knowledge

- Microsoft Windows Operating System
- Microsoft Office
- Citrix Metaframe
- Citrix Gateway
- Virtual Private Network
- Banking Application
- SAP
- Local Area Network
- WI-FI
- Server
- Printers
- Active Directory
- Microsoft Lync
- Microsoft Communicator
- Installation and configuration

Recommendations

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|------------------|----------------------------------|
| Contact person | Luambo Phalandwa |
| Occupation | Desktop Technician |
| Company | Department of Finance |
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| Contact person | Tshilidzi Phaswa |
| Occupation | Desktop Technician |
| Company | Department of Transport |
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| Contact person | Calvin Mdluli |
| Occupation | IT Support Technician |
| Company | TCM |
| Telephone number | 0839578255 |
| Email address | calvin.mdluli@standardbank.co.za |

Additional information

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| Your hobbies | Watching News and Documentary
Playing Soccer |
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Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	2013-06-00 (11 years)
Salary you wish	R8000 R per month
How much do you earn now	R7000 R per month