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Position Applied For:

Desktop Support Engineer

Candidate Name:

Okuhle Mntonintshi

MPC Consultant Name:

Nwabisa Nkwinti

MPC Consultant's Contact Details:

(021) 552 8048

Date Referred:

12 July 2016

Personal Details

Surname :

Mntonintshi

First Names :

Okuhle

Nationality :

South African

Language Proficiencies :

English, Xhosa and Zulu

EE/AA Status :

African, Male

Availability :

1 calendar month

Current Salary :

R9 561pm (Incl. Benefits)

Expected Salary :

R15 000pm

Career Summary

Company

Position

Duration

Datacentrix

Junior Support Engineer

Sep 2012 - Present

Department of Agriculture, Forestry & Fisheries

IT Intern

Feb 2013 - Sep 2013

City of Cape Town Municipality

Lab Information Management Systems Assistant (Trainee)

Oct 2009 - Apr 2010

Academic History

Qualification :

ND: Information Technology

Date Completed :

2009

Institution :

Cape Peninsula University of Technology

Qualification :

CCNA Discovery: Networking for Home & Small Businesses

Date Completed :

2008

Institution :
Cape Peninsula University of Technology

Qualification :
National N3 Certificate: Engineering
Date Completed :
2006

Institution :
King Sabatha Dalindyebo FET College

Qualification :
Matric
Date Completed :
2005

Institution :
Shawbury Senior Secondary School



Computer Skills

Programs/Systems :

Systems

HP, Dell, Lenovo, Toshiba, Konica Minolta, & Cisco

Operating Systems

Windows XP, Windows 7, Windows 8, Linux, Ubuntu, & Mac

Packages

Altiris Packages, & Microsoft Office and Exchange

Programming Languages

COBOL, C++, & VB.Net

Databases

Microsoft Access, SA-SAMS, & Lab Information Management Systems

Antivirus Software

MacAfee, System Center 2012 End Point Protection, Symantec, & ESET 32

Call Management Systems

BMC Remedy ITSM 7, & SAP CRM

Remote Assistance Tools

Windows Remote Assistance, Ultra VNC, & Team Viewer

Network Design Tools

Packet Tracer 4.0

Protocols

TCP/IP, DHCP, DNS, FTP, HTTP, SNMP, & SMTP

Additional Training and Skills

Skills in:

Network Principles or Topologies (Star, Bus, Ring, Fully Connected, Partially Connected & Tree-structured Network)

Desktop Support, Helpdesk Service Desk

Network Design, Installation, Implementation, Connection, Configuration, Maintenance, Backups

Troubleshooting, Problem Solving, Network configuration

DHCP, DNS, TCP/IP & LAN/WAN Support

Remote Assistance, Exchange Configuration, & SAN Administration

Knowledge in:

Windows 7 & 8, Vista & XP, Microsoft Office Package, Altiris Packages, COBOL, VB .Net, C++, Linux

BMC REMEDY ITSM, Active Directory, PC Technicians, SA-SAMS, & Telkom Network Lines and Network Points

Abilities in:

Network Admin., Desktop Support, Helpdesk Support, Routing, & Security

Personal Attributes:

Good verbal & written Communication Skills

Organisational Skills

People Skills

Team Player

Reliable

Good Interpersonal Skills

Honest

Flexible

Meeting deadlines & Trustworthy

Okuhle Mntonintshi
Resumé of Career to Date
Company Name :
Datacentrix
Period of Employment :
Oct 2013 - Present & Sep 2012 - Nov 2012
Position :
Junior Support Engineer
Desktop Support Engineer
Promoted from Junior Desktop Support Engineer
Duties :

Junior Support Engineer (Oct 2013 - Present)
Client: Pioneer Foods (Pty) Ltd.
First line & Second line Support for all printer related queries,
Printer Installations
Printer Configuration
Printer Management
Liaison with Telkom regarding fixing faulty Network Points
Patching Network Points, & Replacing Network Points for Printers to work
Maintenance & Toners Stock Taking

Systems Used■■■■: HP, & Konica Minolta
Operating Systems Used■ : Windows 7, Mac
Remote Assistance Tools Used■: Windows Remote Assistance, & Team Viewer
Call Management Systems Used : BCM Remedy ITSM7
Antivirus Software Used■■■: System Centre 2012 End Point Protection

Desktop Support Engineer (Oct 2012 - Nov 2012)
Client: Engen Petroleum Limited
Installing New Operating System (Windows 7)
Setup New PC's and Laptops
Drivers Installation
Connecting PC's to the network domain

Systems■■■■■: HP, & Dell
Operating Systems Used■ : Windows XP, Windows 7
Remote Assistance Tools Used■: Windows Remote Assistance
Antivirus Software Used■■■: System Centre 2012 End Point Protection
Skills gained : Call logging, Remote Assistance, User needs
accomplishment, Team Work, & Flexibility

Junior Desktop Support Engineer (Sep 2012 - Nov 2012)
Client: British American Tobacco South Africa
Installing New Operating System
Setup New PC's and Laptops
Link PC's to the Domain
Drivers Installation
Connect PC's to the Internet

Systems■■■■: Lenovo, & Cisco
Operating Systems Used■: Windows XP, Windows 7
Antivirus Software Used■: MacAfee
Skills gained■■■■: Time management, Team work, Load of Work
Management, PC building & PC setup procedures

Reason for Leaving :
Growth, do more and explore IT as a whole

Company Name :
Department of Agriculture, Forestry and Fisheries
Period of Employment :
February 2013 – September 2013
Position :
IT Intern
Duties :

Helpdesk Service Desk, 2nd Line Support
Query and Complaints answering, Password resets on Active Directory
Desktop & Laptop Setups, Software installation and Hardware Configuration
Connecting PC's to the network domain, Attending to calls, SAN Administration
Monitor storage environment, Maintain Storage Area Network (SAN),
Assign and configure new disks on Back up Servers

Systems■■■■: HP, Dell, Lenovo, Toshiba, Konica Minolta, Brother,
Sun Solaris & Cisco
Operating Systems Used■■: Windows XP, Windows 7, Windows 8
Remote Assistance Tools Used■: Ultra VNC, Remote Desktop Connection
Call Management Systems Used■: BCM Remedy ITSM7
Antivirus Software Used■■: MacAfee
Skills gained■■■ : Network configuration & domain knowledge,
troubleshooting har
dware, Phone etiquette,
Remote assistance,
Time management,
and Interaction wit
h Users

Reason for Leaving :
Internship ended
Company Name :
City of Cape Town Municipality
Period of Employment :
October 2009 – April 2010
Position :
Lab Information Management Systems Assistant (Trainee)
Duties :

Printer Management, Computer Troubleshooting, Data Backups, Stock Taking & Loggi
ng Calls

Systems■■■■: HP, & Zebra
Operating Systems Used■■: Windows XP
Call Management Systems Used■: SAP CRM
Remote Assistance Tools Used■: Remote Desktop Connection
Skills gained : Printer Configuration for be
st performance,
Resolving Computer
Technical faults,
and daily data back
up
Reason for Leaving :
In-service training

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[Insert Position Applied For Here] | [Insert Applicant's Name Here]
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■Candidate Name ■|■Okuhle Mntonintshi XE
■MPC Consultant Name ■| ■Nwabisa Nkwinti (021) 552 8048