**ASIPHE BOKOLO**

60 199 MIRANDA NGCULU STREET

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**ABOUT ME**

I am a hard worker who is passionate about her work. Because I love what I do, I have a steady source of motivation that drives me to do my best.I am an ambitious and driven young lady. I thrive on challenge and constantly set goals for myself, so I have something to strive toward. I’m not comfortable with settling, and I’m always looking for an opportunity to do better and achieve greatness.I am highly organized. I always take notes, and I use a series of tools to help myself stay on top of deadlines.

**EDUCATION**

**NAME OF SCHOOL:** HARRY GWALA SECONDARY SCHOOL

**QUALIFICATION:** GRADE 12

**YEAR COMPLETED:** 2013

**FURTHER EDUCATION**

**NAME OF INSTITUTION:** FALSE BAY COLLEGE

**QUALIFICATION:** INFORMATION TECHNOLOGY AND COMPUTER SCIENCE

**YEAR COMPLETED:** 2016

**SKILLS AND COMPETENCIES**

* Excellent Computer Skills - MS Office Package(Word, Excel, PowerPoint,Access)
* Programming knowledge - VB Net, SQL, JAVA, HTML
* Communication skills
* Able to work collaboratively
* Trustworthy
* Able to work under pressure

**WORK EXPERIENCE**

COMPANY: Autism Connect Learning Centre

POSITION: IT Support

DURATION: May 2017 - June 2018

DUTIES:

* Installing and configuring computer hardware, software, networks, printers.
* Monitoring and maintaining computer systems and networks
* Setting up accounts for new users
* Repairing and replacing equipment as necessary

COMPANY: Department of Home Affairs

POSITION: System Support

DURATION: March 2019 - October 2019

DUTIES:

* Providing Technical Support (answering requests for software and hardware support throughout the department).
* Performing Maintenance- performing preventative maintenance on hardware system and network to prevent errors.
* Troubleshooting hardware problems- computers, phones, printers.
* Installing and Upgrading Software and Hardware, if necessary
* Backing up data(every morning and afternoon)
* Removing viruses on the system
* Recording and Issuing of IDs, births and marriage certificates

Occupation: System Support Learnership/Internship

Company: Proserv

Year: September 2018 – February 2019

Duties:

* Principles of Resolving Problem
* Install & Configure Operating System
* Ethics and Change Management Computer Industry
* Customer Care in IT Support
* Administer Security System
* Administer Networks
* Install, update, support and administer servers, microcomputers, Local Area Networks (LANs/WLANs) and software applications.
* Plan and coordinate computer information and computer operation functions.
* Provide technical assistance for hardware and software operations.
* Analyse, support and coordinate requests for computer system service.

**REFERENCES**

Name: Mrs Geraldine Abrahams

Company: Autism Connect Learning Centre

Position: Facilitator

Cell: 084 978 970 3

Name: Mr Vethezo

Company: Department of Home Affairs

Position: Supervisor

Cell: 061 242 205 3

Name: Mr Mayinoti

Company: proserv

Position: Facilitator and Assessor

Cell: 073 278 8919