

Mduduzi Comfort Nyawo

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Eastern Cape
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ASPIRING IT SUPPORT TECHNICIAN

Dear respectful
Concerned CEO / Managing Director

Herewith, I sincerely express my keen interest in IT Support Services to clients with different technical needs. I firmly hold a solid theoretical foundation and practical experience in IT Support. Contributing to your respective team and ensuring smooth operations within your IT enterprise is my professional dedication.

Academic-wise, I hold a diploma in Information Technology from Nelson Mandela University (NMU). Across my academic venture, I developed a fundamental grasp of IT, such as: hardware, software, and proficiency in troubleshooting. The theoretical aspect of my Diploma equipped me with the prerequisites for diagnosing and solving technical matters either through collaboration and or independently.

By the same token, I have taken advantage of acquiring experience through internships and self-paced learning in IT support. As a subsequence, I have harnessed the ability to communicate technical problems to clients in the language that they understand. I have been intrigued by your enterprise due to its ability to provide quality IT solutions to clients. I am eager to join the Tech-World under your company's unique and quality supervision.

Gratitude for perusing through my letter of expression. I am positive and enthusiastic about the possibility of joining Overpercent. I await eagerly for the opportunity to discourse on how my skills and experiences match and can contribute to Overpercent.

Sincerely
Mduduzi Nyawo



SUMMARY

A young individual with a persistent passion for joining the Tech-World. Possessing modern skills in IT Support Technical Support, and ready for technical challenges.

PERSONAL

DOB. : 03|05|1994
Gender: Male
Nationality: African

EDUCATION

Nelson Mandela University of Technology (NMU)

Diploma in Information Technology
2017 - 2019 (Record Time)

HIGH SCHOOL

Isiposethu High School

SKILLS

- Troubleshooting
- Hardware and Software proficiency.
- Back-up and Recovery
- Security Awareness
- Ability to work independently and as a Team.

SOFTWARE PROFICIENCY

- Microsoft Package
- HTML and CSS
- Python
- C#
- Windows and Linux OPS

LANGUAGES

- IsiZulu HL
- English FAL

PROFESSIONAL EXPERIENCE

ETHEKWINI MUNICIPALITY

IT TECHNICIAN (internship)

August 2021 - July 2023 | 1 year 11 months

- Remoting to user computer
- Installing hardware component
- Software installations
- Repairing software related issues
- Troubleshooting and diagnosing
- Hardware Maintenance
- Back-up and Recovery
- Security Management
- Escalation Management

REFERENCES

Name.	Occupation.	Contacts
Patrick Naicker.	IT Supervisor.	0849007959
Mr M Ngwenya.	MSc Candidate (FS).	0714887021