



Ephraim Samanyayi

IT Support & Software Trainer | Web Developer (Freelance)

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Profile



I currently work as a Software Trainer & IT Support, supporting a real estate software platform that includes a CRM, Listing Syndication, Deal Management System and more. My role extends from Training & Technical Support, to Software Testing, ensuring smooth adoption and troubleshooting for over 3,000+ RE/MAX Agents across Southern Africa.

- Solely managing all Software Training, conducting like sessions using Zoom or Livestorm, creating e-Learning content, which includes video guides/tutorials, and maintaining Knowledge base articles.
- Handling 300+ support tickets monthly, resolving login issues, user permissions, data transfers, and system troubleshooting.
- Testing of new features & API Integration, reproducing bugs, logging reports, and collaborating with developers to resolve system issues.
- I've developed an Automation bot to improve workflows and facilitate data migration from one system to another.

Beyond my core role, I'm expanding my skills in web development, taking freelance projects and applying problem solving to work related tasks. My approach to training and Application support focuses on clarity, adaptability, and building confidence, whether in a webinar, one-on-one session, or debugging a technical issue.

Work Experience



**Lew Geffen Sotheby's,
Cape Town**
2015 – 2016

Administrative Assistant / PA

Provided daily admin and scheduling support for a high-performing real estate agent, including document management and listing coordination.

- Organized agent calendars, appointments, and property viewings.
- Managed listing documentation and client communication.
- Assisted in day-to-day real estate operations.
- Cold Calling/Canvassing.
- Email Management.
- Flyer dropping.
- Sit Show House/Days



**RE/MAX Property
Associates, Cape Town**
2016 – 2019

Software Training Administrator / IT Support

In this role I was employed as a personal assistant for hire. An agent could hire my time to perform various tasks that include cold calling/canvassing, data capturing, listing management, client database management.

- Part of my job was IT Support/Software Trainer. Here I performed various tasks such as computer backup, data migration, email migration, basic network and software related issues.
- Led onboarding training for agents using CRM and listing tools.

- Managed incoming support queries via Freshdesk and resolved common issues.
- Handled software troubleshooting, basic admin support, and user requests.
- Conducted Weekly group training sessions on Software programs.
- Conducted Training sessions on CRM software and contact management, email marketing etc.
- Conducted training session on Fusion Real Estate Software, this software is responsible for creating and publishing listings to various websites, for example Property24, Private Property, etc.



RE/MAX of Southern Africa (Headquarters)

2019 – Present

Software Trainer

- Conduct live webinar style software training sessions for over 3,000 real estate agents across Southern Africa using Zoom and Livestorm.
- Create and update e-learning content (video tutorials, walkthroughs, and written guides) for internal training platforms.
- Develop and maintain knowledge base articles to help users navigate core system features and resolve common issues.
- Use Freshdesk for managing, tracking, and responding to user queries and support tickets.
- Provide remote software support and troubleshooting for users via email, chat, and live support sessions.
- Onboard new users by walking them through system setup and orientation.
- Collaborate with product and development teams by testing new features and identifying bugs or usability issues.
- Gather user feedback to improve training materials and identify areas where further support is needed.
- Assist in maintaining internal documentation and training records for compliance and reference.
- Support training rollout for new system features, ensuring smooth adoption and minimal disruption.
- Use tools like Zoom, Livestorm, MS Teams, and Slack for communication, scheduling, and training delivery.
- Coordinate with departments to ensure training aligns with business goals and operational needs.
- Continuously explore ways to improve training delivery methods to suit various learning styles and preferences.

IT Support

- Provide telephone, email, and remote IT support to staff and users, ensuring timely resolution of technical issues.
- Diagnose and troubleshoot hardware, software, and network issues both on-site and via remote-access tools.
- Use Freshdesk and Jira to manage support tickets, log issues, and track resolutions efficiently.
- Install, configure, and maintain staff computer systems, printers, and other office hardware.
- Create and update internal knowledge base articles to support staff in resolving common IT issues.
- Guide users to relevant help sites or documentation to resolve queries independently.
- Support day to day IT operations, including setup and maintenance of user accounts, emails, and access permissions.
- Manage and maintain an IT asset register, ensuring accurate records of all company hardware and software.
- Provide onsite technical support for software installations, updates, and system configuration.
- Escalate complex issues to developers or IT Manager when needed and follow through to resolution.
- Write JavaScript automation scripts using Playwright to streamline repetitive tasks and support internal process efficiency.

- Assist developers in end-to-end testing of new software features, including reproducing bugs and verifying fixes.
- Collaborate with development teams to ensure seamless feature rollout and integration.
- Participate in system changes and deployments, providing IT support during rollouts.
- Maintain strong working relationships with internal teams by offering prompt and reliable support.
- Use tools such as TeamViewer, AnyDesk, Fortinet VPN, Citrix, and Remote Desktop for secure remote access.
- Communicate with teams using Slack, MS Teams, and Chanty for updates and technical coordination.
- Use conferencing and screen-sharing platforms like Zoom, Teams, and Livestorm to support virtual troubleshooting and walkthroughs.
- Continuously explore new tools and techniques to improve service delivery and user experience.

Skills

Personal

- **Strong Communication**
Clear, respectful, and engaging communication across different levels of users and teams.
- **Empathy & Patience**
Always willing to listen and support users without judgement, even in high-pressure situations.
- **Problem-Solving Mindset**
Naturally curious, always looking for solutions and ways to make things easier or better.
- **Attention to Detail**
Careful and thorough in everything I do, from documentation to training delivery.
- **Adaptability**
Quick to adjust to changes, new tools, or work environments, always open to learning.
- **Initiative**
Proactive about spotting opportunities for improvement and acting when needed.
- **Team Player**
Enjoy working with others and supporting team goals while sharing knowledge and ideas.
- **Tech-Savvy**
Comfortable with learning and using new systems or digital platforms with minimal supervision.
- **Time Management**
Able to juggle multiple tasks, prioritize well, and meet deadlines consistently.
- **Positive Attitude**
Try to bring encouragement and calm energy into every space I work in.

Professional

- **Software & Application Support**
Experienced in troubleshooting, support, and maintenance across multiple platforms and user levels.
- **User Training & Documentation**
Confident in delivering live training, writing guides, and creating e-learning materials that are easy to follow.
- **System Testing & Quality Checks**
Assist the development teams with hands on end-to-end testing, bug tracking, and providing feedback to improve features before rollout.
- **Process Improvement**
Always looking for simpler, smarter ways to work. Whether it's a support process or training delivery.
- **Stakeholder Liaison**
Skilled at working with internal teams, clients, and external partners to gather feedback and deliver support that matters.

- **Planning & Organization**
Capable of managing schedules, prioritizing tickets, and balancing multiple projects without missing the details.
- **Technical Writing**
Able to break down complex topics into easy-to-understand support material or user documentation.
- **Cross-Functional Collaboration**
Work well with developers, trainers, support teams, and end-users to ensure smooth workflows and better outcomes.

Hobbies



Reading



Walking



Listen to Music



Learning



Mentorship

References

Lydia Johnstone

Full Status Property Practitioner
Lew Geffen Sotheby's International
Realty.
Tel: 082 561 3046

Vicko Petropoulakis

IT Manager
RE/MAX of Southern Africa
(Headquarters)
Tel: 021 700 2000

Caron Leslie

Broker/Owner
RE/MAX Property Associates
Tel: 021 521 3100
