



## Thabiso Eric Mutisse

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Kaalfontein,  
Midrand,  
1632

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**Website:** <https://eric-mutisse-bio.netlify.app>

**Driving license:** C1

### INTRODUCTION

My name is Eric Mutisse, I reside in Johannesburg, Midrand.  
I'm an Electrical Engineer in Computer Systems graduate @**Vaal University of Technology** and a Business Analysis Graduate @**KLM Empowered** , currently occupied @**Dell Technologies** as a Senior Technician, Technical Support • CSG Pro.  
I'm also an IT Technician freelancer and an aspiring Web Developer.

I'm incredibly passionate about all things tech, especially programming, coding, and IT support. I've been immersed in this exciting world for about 4 years now, and I can't get enough of it. My journey began with a deep curiosity for technology, which led me to explore programming languages like Python, C, Scripting with Linux and web development using HTML, CSS and Java Script but i'm still new in web development. But it's not just about code for me; I'm equally enthusiastic about providing top-notch IT support. Troubleshooting and resolving tech issues come naturally, and I take pride in delivering solutions that keep systems running smoothly.

PERSONAL DETAILS

**Race:** Black  
**Nationality:** South African  
**Gender:** Male  
**Marital Status:** Single  
**Date of Birth:** 08 November 1999  
**Home Language:** Sotho  
**Other Language:** Zulu, English  
**Health:** Good  
**Criminal Record:** None  
**Occupation:** Excellent  
**Start:** Immediately

EDUCATION

Tertiary Education:

Dip Electrical Eng. Computer Systems <b>Vaal University of Technology</b>	Jan 2019 — September 2022
NQF 6/Dip Business Analysis <b>KLM Empowered</b>	September 2022 – Aug 2023
Beginner Wed Dev <b>Zaio</b>	March 2023

High School Education:

<b>HIGH SCHOOL :</b>	TOKELO HIGH	Jan 2014 — Dec 2018
<b>GRADE :</b>	GRADE 12	
<b>YEAR :</b>	2018	
<b>SUBJECT PASSED:</b>	ENGLISH SESOTHO LIFE ORIENTATION MATHEMATICS LIFE SCIENCE GEOGRAPHY PHYSICAL SCIENCE	

## EXPERIENCE

### Resolution Cycle:

June 2021 — Feb 2022

QK Building,  
University of Johannesburg Doornfontein Campus,  
Joe Slovo Drive,  
Doornfontein,  
Johannesburg,  
2028

### IT Technician

Resolution Circle specializes in training. I trained as an IT intern.

Tasks I assigned to me include:

- IT Helpdesk
- Resolving Tickets
  
- Network Installation
- Network Configuration
- PC Hardware and Software maintenance
- Printer, camera and Ip phones configurations on network
- Printer, camera and Ip phones maintenance/troubleshooting
- Operating Systems Installation:
  - ❖ Windows Server R2,7,8,10 and 11
  - ❖ Linux kali and Ubuntu
  - ❖ IOS
  
- Maintain records/logs of repairs and fixes and maintenance schedule
- Responding to queries on the phone, via email, in person, or through remote access.
- Setting up workstations with computers and necessary peripheral devices
- Checking computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Installing and configuring appropriate software and functions according to specifications
- Ensure security and privacy of networks and computer systems
- Offering technical assistance
- Training computer users
- Training other staff on troubleshooting and diagnosing problems

For my last project before end of contract we built an office Network Infrastructure from scratch.

**Dell Technologies:**

Sep 2022 — On Going

Dell Computer (Pty) Ltd  
P.O. Box 71170  
Bryanston  
2021  
Telephone 0800 167 000  
Telefax (011) 706 0494

**Administrative Sales Assistant (ASR)****Sep 2022 — Aug 2023**

Dell Technologies is a sales company that's nationwide established. I trained as an IT intern.

Tasks I assigned to me include:

- General Services Provider
- ISG/CSG Quotes (Kits & S&P/Third party quotes)
- Tender Manufacture letters (MAF/OEM letters)
- Order tracking
- ETAs provider
- Providing Invoices
- Providing Order communication
- Providing Packing Slips
- Receiving and processing purchase orders
- Expediting orders
- Identifying new products/parts to add to those on offer
- Ticket logging (MWD, COD, FSR, Logistic etc)
- Managing Distributers (Pinnacle, DCC, Axis, Tarsus, Epsidon/FD)
- Hardware/ISG compatibility advisor
- Understand customer needs and requirements
- Lead follow-up and outbound cold calls and emails
- Close sales and achieve quarterly quotas
- Team with channel partners to build pipeline and close deals

**Senior Technician, Technical Support • CSG Pro****Aug 2023 — On Going**

In Tech support we manage, maintain, and repair IT systems, our responsibilities include diagnosing and repairing faults, resolving network issues, and installing and configuring hardware and software

- CSG Pro and Pro plus support
- Supporting SA, UK and Rest of Africa
- On Phone Troubleshooting and Tickets escalation
- Dell CSG system (Laptop and Desktop) support:
  - Precision
  - Latitude
  - Vostro

-Inspiron  
-Alienware  
-G series  
-XPS

- Installing and upgrading software
- Implementing file backups, and
- Configuring systems and application.
- Creating Dispatches
- Hardware/CSG compatibility advisor
- Making sure customer satisfaction is met.

## **Skills**

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- Excellent diagnostic and problem-solving skills
- Excellent communication ability
- PC/Laptop Hardware Maintenance
- C programming Basics
- Python programming Basics
- Linux Scripting Basics
- Administration in Windows Server Basics
- Research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner
- PC Software Maintenance
- General Sales (Quotes, manufactures letters, ISG/CSG Hardware Advisor etc)
- Network Configuration Basics
- Welding Basics
- Electronics Basic
- Electrical Basics
- Soldering Basics

## HOBBIES/INTERESTS

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- Help-Desk Technician
- Windows Administrator
- Hardware Maintenance
- Linux Scripting
- Cyber Security
- C language Programming
- Python Programming
- HTML, CSS & Java Script
- Web development
- Git and GitHub

### My Git Repository

GitHub name: EricShift

- <https://github.com/EricShift?tab=repositories>

### My Certificates

#### **Certificates:**

- Diploma in Electrical Engineering Computer Systems
- Diploma in Business Analysis
- HTML, CSS web design
- CCNA Linux Unhatched
- Matric Certificate
- MTN Intermediate App Academy
- Cyber Security level I
- CCNA Networks 4
- CCNA Networks 3
- CCNA Networks 1 & 2

## REFERENCE

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### **Dell Technologies**

Dell Computer (Pty) Ltd  
P.O. Box 71170  
Bryanston  
2021  
Telephone 0800 167 000  
Telefax (011) 706 0494

#### **Sales Managers:**

- Contact person: Kesrie Sukdeo
- Position: Manager
- Contact number: 082 413 8440
- Email: [Kesrie\\_Sukdeo@dell.com](mailto:Kesrie_Sukdeo@dell.com)
- Contact person: Tregoning Shane
- Position: Manager
- Contact number: 076 813 9205
- Email: [Shane\\_Tregoning@dell.com](mailto:Shane_Tregoning@dell.com)

#### **Tech-Support Managers:**

- Contact person: Natasha Moyo
- Position: Manager
- Contact number: 011 782 6242
- Email: [Natasha\\_Moyo@dell.com](mailto:Natasha_Moyo@dell.com)
- Contact person: Kevin Hamill
- Position: Manager
- Email: [Kevin\\_Hamill@dell.com](mailto:Kevin_Hamill@dell.com)

### **Resolution Cycle**

QK Building,  
University of Johannesburg Doornfontein Campus,  
Joe Slovo Drive,  
Doornfontein,  
Johannesburg,  
2028

- Contact person: Clan Masipa
- Position: Supervisor
- Contact number: 060 766 1417
- Email: [Clanm@resolutioncircle.co.za](mailto:Clanm@resolutioncircle.co.za)