

ESIHLE NQWILISO

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Professional Summary

Motivated and detail-oriented ICT professional with strong administrative and customer service experience. Skilled in Microsoft 365 tools, IT technical support, and maintaining secure, technology-driven environments. Demonstrated ability to resolve technical issues, support users efficiently, and improve workflow operations. Dedicated to continuous learning and contributing to organizational success through teamwork, adaptability, and professionalism.

Core Skills

• IT Technical Support & Troubleshooting • Customer Service & Communication • Microsoft Office 365 (Word, Excel, PowerPoint, Outlook) • Data Management & Documentation • Network & Security Fundamentals • Time Management & Organization • Team Collaboration & Problem Solving • Conflict resolution and empathy in customer service • Team collaboration and leadership potential • Adaptability to fast paced environments • Customer-centric mindset with excellent phone etiquette.

Professional Experience

Administrative Assistant — Crosslink I-Media (Mar 2023 – January 2025)

• Streamlined administrative operations and improved office efficiency. • Managed multi-line phone systems and organized digital files, maintaining confidentiality. • Supported staff with IT troubleshooting and ensured secure email communication. • Improved workflow efficiency by implementing structured record-keeping systems.

Call Center Agent — Crosslink I-Media (June 2022 – September 2023)

• Handled high call volumes and resolved customer inquiries promptly. • Delivered excellent customer service, maintaining a 95% satisfaction rate. • Reduced average call handling time by 15% through process improvements. • Provided basic technical support, ensuring smooth customer interactions.

Grade 12 (National Senior Certificate) Mount Arthur Girls High School — 2016

Education

Training & Certifications

• Work Readiness Training Course – Afrika Tikkun (Oct 2025): Focus on self-awareness, professional development, and workplace effectiveness. • Cybersecurity Pentest Program – Afrika Tikkun (May–Sep 2025): CompTIA Security+, Microsoft Security (SC-900), Ethical Hacking, English for IT. • Computer Skills Training – Afrika Tikkun Services (Nov 2025 – Present): Microsoft Word, Excel, PowerPoint, Outlook. • IT Technical Support (NQF Level 4) – Crosslink Academy (Mar 2024). • Google IT Professional Certificate – Coursera (Jul 2024).

References

Noluvuyo Myeko — Facilitator, Crosslink Academy ■ 078 564 2680 | ✉️ ■ vuvumyeko@crosslinkacademy.co.za

Lebo Mbalati — Facilitator, DYICT ■ 063 252 5532 | ✉️ ■ lebombalati@gmail.com

Siphesihle Nondala — Supervisor, Crosslink I-Media

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