

# ESIHELE NQWILISO

■ 078 334 1458 | ✉ esihlenqwiliso189@gmail.com | ■ Ihlosi Avenue, Diepkloof, Soweto 1864

## 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  
■ 084 407 8463 ✉ sihlenondala19@gmail.com