



JOSE MBELE

📍 Luanda, Angola

📞 +244923504417

✉ josembele89gmail.com

WEBSITES, PORTFOLIOS, PROFILES

- <http://www.linkedin.com/in/josé-mbele-107032161>

SKILLS

- Good Communication
- Analytical & Problem-Solving
- Patience & Positive Attitude
- Customer Service
- Technical Proficiency
- Client Relations
- Time Management
- Flexibility and Adaptability
- Team Collaboration
- Documentation
- Organisation and planning
- Leadership

LANGUAGES

Portuguese: Native language

English C1

Advanced

French C1

Advanced

PROFESSIONAL SUMMARY

Motivated and adaptable IT professional with foundational knowledge in installing, configuring, and troubleshooting computer systems. Strong problem-solving skills and a keen ability to diagnose and resolve network issues, focusing on user support and device integration. Excellent communication skills developed through customer service experience, enabling effective relationship management and exceptional support. A dedicated team player eager to contribute to organizational goals and grow within a dynamic IT environment.

WORK HISTORY

AI Support Agent

Standard Focus, Luanda, Angola.

- Working in a different area of the business, as part of a team and occasionally alone as per business needs emerged, providing the workflow maintenance and customer journey support.
- Designing virtual agents (Chatbot) to solve business challenges using the technologies of the Google Cloud and proven technical expertise to deliver customer satisfaction.
- Research and implementation of appropriate responses and process automation to provide Customer first contact resolution.
- Helped to identify problems and likely causes and provide a resolution immediately during the incident and contribute meaningful ideas to make Apps better and easier to use.

Customer Support Specialist (Remote)

Bolt, Johannesburg, South Africa.

- Provided superior customer service to Bolt Portugal clients by addressing all questions and concerns regarding their trips, Bolt food, couriers and anything related to their account.
- Worked well both independently and collectively.

Helpdesk Technician

Altron, Johannesburg, South Africa.

- I provided technical support to users from network configuration, installing and configuring Software and Hardware, setting up printers and routers, managing corporate email configurations, and user access support.
- Configuration of servers, phones, scanners, and implementing security features.

Customer Service Representative

Altron, Johannesburg, South Africa

- I negotiated cell phones and laptop contracts, offering great deals to new and existing Vodacom Customers and retaining them by not canceling their contracts.
- I also was responsible of helping customers to upgrade their Cellphones, Laptops contracts and Data packages.

Customer Support Representative

Multichoice SA, Randburg, South Africa.

- Assisted Dstv clients from Angola and Mozambique via social media platforms such as Facebook, Twitter, Emails, Live Chats and WhatsApp, with their technical issues and providing resolution to their concerns.

Customer Service Agent

Ask Afrika (Pty) Ltd, Pretoria, South Africa.

- *I was responsible for calling and interviewing Dstv Customers from Angola and Mozambique to get feedback and identify customers need.*
- *I resolved customers complaints and issues, ensuring the continuation and enhancements of services received.*

EDUCATION

Bachelor of Science in Information Technology, 07/2019.

Eduvos – 22 Umgazi Rd, Ashlea Gardens, Pretoria, 0081 South Africa.

Higher Certificate, Information Technology, 11/2014.

CTI Education Group – Ashlea Gardens, Pretoria, South Africa.

CERTIFICATIONS

- **Diploma in IT Support**
Alison – Empower Yourself, August-2023. No Expiration Data
Credential ID 5997-19656169
- **Leadership Techniques**
OnlyChoice Services, September-2022, Luanda, Angola (16hours).
- **Interconnecting Cisco Networking Devices (ICND1) v3 CCNA**
Alison – Empower Yourself, March-2022. No Expiration Date
Credential ID 1931-19656169
- **Certified Information Systems Security Professional (CISSP)**
Alison – Empower Yourself, January-2022. No Expiration Date
Credential ID 2157-19656169
- **CompTIA Cloud Advanced**
Alison – Empower Yourself, January-2022. No Expiration Date
Credential ID 1943-19656169
- **Customer Service Skills**
Alison – Empower Yourself, January-2022. No Expiration Date
Credential ID 1929-19656169

DIGITAL SKILLS

- *Good command of Microsoft Office and Microsoft 365.*
- *Good command in Core Draw, PhotoScape*
- *Good technical and professional skills gained from installing and configuring computer programs on network equipment.*

ORGANIZATIONAL/MANAGERAL SKILLS

- *Testing and evaluating new technology*
- *Quickly responding to Customers inquiries and concerns.*
- *Producing documentation and reports to a high standard.*
- *Providing first level technical support to Customers.*

PERSONAL INFORMATION

- **Nationality:** Angolan
- **Driving License:** B