

Mfundo Gladwin Mkhasibe

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Summary

I am a highly motivated, adaptable, and deadline-driven technical support technician with over 4 years of experience working for a premium brand and a year in the corporate sector. Experience in dealing with a multitude of systems and software issues/queries. Strong communication and analytic skills. A fast learner who can remain calm under pressure, a team player, and can work without supervision.

Skills

- ▶ Analytic and problem-solving skills.
- ▶ Strong troubleshooting skills.
- ▶ Excellent knowledge of Microsoft Office Suite/365, Zoho online suite, windows, and Apple OS.
- ▶ Strong communication skills written and verbal.
- ▶ Excellent deductive reasoning.
- ▶ Leadership skills.
- ▶ Technical expertise.
- ▶ Customer service skills.
- ▶ Time management skills.
- ▶ Excellent interpersonal skills.
- ▶ Conflict management.
- ▶ Git, Linux and PowerShell.
- ▶ Working knowledge of Python, Java, Bootstrap, PHP, HTML5, SQL, CSS, and Django framework.

Experience

Information Technology Support Officer (2020 –2021)

Medical Advisory Group Services

- ▶ Provided extensive IT support to internal staff and stakeholders.
- ▶ Developed training on Cyber hygiene practices which reduced risk by over 50%.
- ▶ Implemented an online form audit system that cut down the Audit time by over 30%.
- ▶ Researched, installed, and configured computer hardware, Operating systems, and Applications.
- ▶ Diagnosed and resolved system and software faults.
- ▶ Maintained, reprogrammed, and updated the company website.
- ▶ Liaised and negotiated with service providers to reduce the monthly costs by over 20%.
- ▶ Created and tested the IT BCP(Backups and recovery).
- ▶ Ensured that all relevant software licensing laws were adhered to.
- ▶ Inventory management (Ensuring that assets are tracked and recorded).

- Email set up and management.
- Maintained networks and networked devices(LAN).
- Generated reports for key metrics.
- Reviewed data and performed quality assurance checks.
- Set up work-from-home systems during the COVID-19 times(Zoho platform integration).

Technical Support Consultant (2017 –2020)

Core Business Group (iStore)

- Provided L1 and L2 Technical support.
- Resolved different customer complaints, issues, and queries.
- Participated in the adoption of new technologies and rolling out of processes.
- Documented, filed, and kept a record of all repairs booked.
- Managed and trained new technicians.
- Provided detailed records on processes conducted and contributed to the maintenance of database records.
- Used client management tools to support PC and laptop environments.
- Maintained the store network and server.
- Configured new computer and mobile devices.
- Diagnosed and resolved software and hardware issues for Windows and Apple devices.
- Managed the demo devices and content using Apple's MDM.
- Kept up with the latest technologies, service procedures, and service desk regulations.

Holiday school coordinator (2013 –2016)

Tomorrow Trust (NPO-Volunteering)

- Tutoring Mathematics, Science, and English.

Education

Pearson Institute: BSc Computer Sciences (Completed 2017)

- Majored in Computer Science, Information Systems, and Software Development (C++, java, web development).
- Business English, Mathematics, introduction to financial accounting, Databases(Oracle SQL) and advanced computer skills.

Orlando West High School: Matric certificate (Completed 2013)

- Mathematics, Physical Sciences, Life Sciences,
- English, Zulu,
- Geography, Life Orientations.

Other certificates and achievements

- Python programming Udemy course (Completed 2021).
- Apple certified support professional 10.13 (Completed 2018).
- Apple certified support professional 10.12 (Completed 2017).
- Grade 12 top Achiever –Math (2013).

Hobbies and interests

I enjoy reading up on the latest technologies, baseball, chess, coding, motorsports, and socializing with friends and family.

References available on request