

# Jodi John Abrahams

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## SUMMARY

Experienced Support Engineer proficient in helping customers with technical issues and providing solutions. Possess 1 year of experience in Securicom, a security and communications company. Skilled in troubleshooting, problem-solving, and customer service. Applying for the position of Support Engineer Level 1 to utilize my knowledge and skills to ensure customer satisfaction.

## EXPERIENCE

### Support Engineer Securicom

February 2022 - March 2023, Cape Town South Africa

- \*Investigate mail issues
- \*Identifying and blocking malicious emails such as phishing mails and spam mails
- \*Assisting and solving customer inquiries such as adding users to requested containers
- \*Monitoring of mail systems and portals
- \*Answering the phone
- \*Assigning tickets to different level engineers

## EDUCATION

### Higher Certificate: Information Communication Technology (ICT)

Cape Peninsula University of Technology (CPUT) • Cape Town • 2017

## CERTIFICATIONS

### Computer Networking - Wired and Wireless Networks and Protocols

Alison • 2023

### Basic of Computer Networking

Alison • 2023

## INVOLVEMENT

### Network Technician Volunteer

Cape Peninsula University of Technology (CPUT) • November 2016 - February 2023

- Assisted IT technician.
- Attended to student's internet queries.
- Fixing Wi-Fi problems
- Configuring switches

## SKILLS

Front end: HTML, CSS, Javascript

Teamwork

Proficient in Microsoft Office

Logo Design

Critical Thinking

Problem solving

Technical support