

# Jodi John Abrahams

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## SUMMARY

Experienced support engineer, proficient in helping customers with technical issues and providing solutions. I possess 1 year of experience at Securicom, a security and communications company. Skilled in troubleshooting, problem-solving, and customer service. I have experience as a self taught junior full stack web developer and im always looking to increase my skills and knowledge.

## 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• Identifying and blocking malicious emails
- \* 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

A+ certified - 2023

Mimo Web developer 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

Able to create responsive 3D websites for commercial or personal use.

Troubleshooting complex systems independently or with others

Straight to the point communication

Logo and banner design using Canva, Html, CSS

Hardware and software support

Formidable experience in writing and supporting Microsoft 360 office

Able to solve problems by any means necessary