

# Kelebogile Ruben Thabane

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## Junior Support IT Technician

### About Me

I am a seasoned professional in technology and business enablement from South Africa. Currently pursuing NQF 6 IT Cloud Solutions Engineering, I specialize in streamlining processes and ensuring compliance. With expertise in full-stack development using JavaScript, Angular.js, and Jenkins, I have a track record of delivering efficient solutions. Previous roles include technical support at PC IT Solutions, focusing on hardware maintenance and customer satisfaction. Fluent in English and Setswana, I am passionate about leveraging technology to drive business success and make a positive impact.

### Personal Details

- **Gender:** Male
- **Nationality:** South African
- **Languages:** English, Setswana
- **Date of Birth:** 25 June 2000
- **Location:** Johannesburg, South Africa

### Contact Information

- **Phone:** 081 478 5580 / 064 765 5738
- **Email:** Kele.ply@gmail.com
- **Website:** kelebogile-thabane.netlify.app

### Education

- **CTU Training Solutions** – 2024  
NQF 6 - IT Cloud Solutions Engineer
- **The Digital Academy (Speccon)** – 2022  
NQF 5 - IT System Support
- **Kgatelopele Secondary School** – 2018  
National Senior Certificate

### Work Experience

#### Yellotec (March 2025- Present)

Junior IT Support Technician

- Assisting end users with hardware and software issues including desktops, laptops, and peripherals.
- Responded to help desk tickets and provided support via telephone, email, and in person.
- Set up and configured new equipment and software applications.
- Maintaining SQL databases for all clients and ensuring Data is being backed up on the SQL Database

#### SANBS (July 2024 - Nov 2024)

Junior IT Support Technician (Intern)

- Assisted end users with hardware and software issues including desktops, laptops, and peripherals.

- Responded to help desk tickets and provided support via telephone, email, and in person.
- Set up and configured new equipment and software applications.
- Ensured smooth IT operations and user satisfaction while learning daily.

#### **ABSA RBB** (July 2023 - November 2023)

Junior Specialist Business Enablement

- Provided specialist advice and support in managing and delivering business initiatives.
- Reviewed and evaluated documentation for new customer accounts to ensure compliance.

#### **The Digital Academy** (November 2021 - November 2022)

Full Stack Developer (Intern)

- Developed and maintained responsive and visually appealing front-end web applications using HTML, CSS, and JavaScript frameworks.

#### **ABSA RBB** (June 2022 - November 2022)

Junior Full Stack Developer (Intern)

- Built and maintained applications using C# and React.js, Angular.js.
- Worked with Jenkins for testing and deploying applications.
- Conducted meetings with clients to translate business requirements into technical solutions.

#### **PC IT Solutions** (January 2021 - September 2021)

Technical Support Technician

- Assembled and disassembled desktops and laptops.
- Maintained and updated computer hardware and software according to user preferences.

## **Skills**

- |                        |                   |
|------------------------|-------------------|
| • Googling             | • Web Development |
| • Interpersonal Skills | • Debugging       |
| • Problem-solving      | • Troubleshooting |
| • Communication        |                   |

## **References**

#### **The Digital Academy**

Mr. Sithembiso Mhlanga – IT Technician

**Phone:** 060 976 2027

**Email:** Sithembiso.Mhlanga@sanbs.org.za

Mr. Tommas Fihla – Team Leader

**Phone:** 067 280 6288

**Email:** tomas@thedigitalacademy.co.za

#### **Absa RBB**

Tracy Lebitso Sesenyi – Business Enablement Manager

**Phone:** 063 681 3569

Sandile Moyo – Business Enablement Manager

**Phone:** 082 609 2668