

CONTACT

Asive Khenqa

41416 Nokulunga stress
Fort grey
East London
0763560010
asivekhenqa@gmail.com

OBJECTIVE

IT Support Specialist with hands-on experience in hardware/software troubleshooting, Windows OS, Microsoft Office, Adobe Creative Cloud, and mobile device support. Skilled at delivering customer-focused support, explaining technical concepts clearly, and resolving issues efficiently. Strong team player with attention to detail and documentation skills.

EXPERIENCE

April 2025 - March 2025

- IT Support**
Capaciti (Present)
Provided support for hardware, software, and network issues.

Assisted users with Windows OS, Microsoft Office Suite, and mobile devices.

Delivered remote and on-site solutions while documenting all steps.

July 2022 - Dec 2023

- ICT Trainee**
Department of Education
 - Deliver training sessions on computer hardware, software, networking, and ICT tools to learners or employees.
 - Develop and prepare training materials, manuals, presentations, and practical exercises.
 - Assess trainees’ skill levels and progress through tests and practical assessments.
 - Provide technical support and one-on-one guidance during training sessions.
 - Organize workshops, refresher courses, and seminars to enhance ICT skills.
 - Collaborate with management to identify training needs and customize training programs.

April 2022 - June 2023

- Technical Support Trainee**
Ingomso Tech solution
Technical Support Learner (Learnership Program)
 - Provided troubleshooting support for hardware and software issues.
 - Assisted with data management tasks and basic system maintenance.
 - Developed problem-solving skills by diagnosing and resolving end-user technical problems.
 - Gained practical experience in technical support processes and customer service.
 - Developed manuals, presentations, and practical exercises.
 - Explained technical problems in clear, non-technical language.

EDUCATION

- 2018
- **Jongilanga**
Matric
12
- 2025
- **Port Elizabeth Collage (Russell Road)**
Marketing Management (In Progress)
N4-N6

SKILLS

- Strong Communication & Presentation Skills Adaptability to Market Trends and Change Sales Techniques & Negotiation Marketing Budgeting & Financial Planning
- communication & customer service Teamwork & collaboration Critical thinking & problem solving Attention to detail
- IT Support & Hardware Desktop and laptop setup & configuration Hardware assembly and component upgrades Computer diagnostics and troubleshooting Printer and peripheral device support Microsoft Office Suite (Word, Excel, PowerPoint) Basic use of GitHub Streamlit (for simple AI/ML app demos) Network basic Remote support, ticket management, documentation

REFERENCE

- **Mr Vuyo Ngcithane - "Department of education "**
ICT Technician
vuyo.ngcithane@edcoe.gov.za
083 400 3500
- **Banele Dondolo - "Capaciti "**
Community Success Manager
banele@capaciti.org.za
- **Mr Awonke Nketho - "Ingomso Tech Solution "**
Project manager
+27 61 438 7551