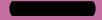# LETLOTLO MATHIKGE

Software Support Consultant

ABOUT ME

Support consultant seeking new working opportunities, to explore more areas of growth as a support consultant as well as in the field of software development. I'm passionate about learning new technologies and finding new ways to evolve and provide better service for clients

✉ treasure759@icloud.com

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🌐 https://lt-dev-tag-house.github.io/portfolio-repo/

LANGUAGES

English ●●●●●

Setswana ●●●●●

Afrikaans ●○○○○

EDUCATION

Abbots College Pretoria
Matric 2012

Beyond Adventure Gap Year Programme
2013
Edustudy Business College – Diploma in Business Leadership and Development

Varsity College Cape Town
2014-2017
Software Development

EXPERIENCE

Varsity College Registration Assistant
2012
3 Months

Aided with the registration process for prospective students, as well as providing a student campus tour.

Evolutionary Service Provider (ESP)

T3 Support Consultant
2016-2021
5 Years

Dedicated helpdesk professional, providing technical support in a 450+ user environment. I am a skilled problem solver able to communicate with users at all levels of technical proficiency. My duties include, troubleshoot, resolve, document user help requests and provide end-user training on ESP application software.

Expertise:
- Technical Troubleshooting
- End User Training
- Technical & User Documentation
- Involved in the rollout of software updates & patches

Technical Summary:

Platforms: Windows

Hardware: Laptops, Desktops, Tablets & Printers

Applications: Freshdesk, Teamviewer, Anydesk
MS SQL, WorkBench, VS Code
Everlytic Mailers

ACHIEVEMENTS

Longest Day Completion

100 km Adventure Race: 9h53 mins

- 18 km Kayaking
- 60 km Mountain biking
- 22 km run

ESP Promotion

2018
- Promoted to Level 2 Support

2019
- Promoted to Level 3 Support

SKILLS

Soft Skills

- Team Player
- Interpersonal and good communication skills, written and verbal
- Adaptability
- Positive attitude
- Conflict resolution

Hard Skills

Desktop Support

CSS 3

Javascript

HTML 5

MS SQL Server

C#