

LETLOTLO MATHIKGE

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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www.developerspace.com

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) Mid- Level Support Consultant

2016-Current

4 Years

Reporting directly to the Support Manager and collaborating closely with other support team members. Responding to queries in a timely and accurate manner, and resolving queries to the user's satisfaction.

Duties:

- Responsible for diagnosing & resolving software & end user problems
- Escalate tickets to the correct groups/departments
- Acting as point of contact for IT & Technical queries
- Involved in the rollout of software updates & patches
- Responsible for allocating work to junior staff & induction training for new staff members
- Provide remote support to clients via remote software tools
- Provide online training via Teamviewer & on-site training
- Experience of web content management systems

REFERENCES

Ms. Margo Fortune



Margo Hilda Foundation



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www.margohildafoundation.com

Ps. Peter Brits



Edu Director – Beyond Adventure



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082 770 0747

Mr Zubair Jones



Evolution Service Provider (ESP)



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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