

# LETLOTLO MATHIKGE

Service Desk Agent

## PROFILE

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

## PERSONAL INFORMATION

Gender: Male

Marital status: Single/Unmarried

Race: Black

Nationality: South African

Languages: English (Advanced),  
African Languages – Setswana  
(Advanced)

ID Number: 9209105527087

## CONTACT

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Address:  
Cape Town, South Africa

## HOBBIES

Cooking  
Reading  
Tumbling  
Music

## 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

Studied Software Development

### Udacity Nanodegree Program

2019 (on going)

Bertelsmann Tech Scholarship in Cloud DevOps

## WORK EXPERIENCE

### Varsity College Registration Assistant

December 2016–February 2017 (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

Key Roles and Responsibilities

Roles:

- Take calls, chats and respond to client emails
- Log support tickets raised either by phone and online chat
- Escalate tickets to the correct groups, i.e. technical group, investigation group, action group, and LiveOps group.
- Prioritize tickets according to their urgency by specifying ticket status to either, Low, Medium, High and Urgent.
- Classify tickets with the correct classification, i.e. classifying tickets based on the client's subscription.
- Categorize the tickets by specifying the correct category type based on the nature of the query, i.e. client needing assistance with a specific task, client experiencing a problem with the ESP software, installing or moving the client's software and or a feature request.
- Provide remote support to clients, via Remote software tools i.e. Teamviewer
- Provide online training via Teamviewer or on-sight training

Responsibilities:

- Post ticket stats every morning before start of shift, i.e. total number of tickets open, pending and all unresolved.
- Post stats of tickets assigned, closed, open and pending at end of shift.
- Collaborate with team members on tickets and provide feedback to client's on the matter.
- Draw up mini project plans for assigned tickets to ensure that tickets are resolved within SLA
- Update help files and add new solutions to the knowledge base, both in house and for clients.
- Setup local environments for testing/debugging
- Consult with 3<sup>rd</sup> party service providers for support
- Research and troubleshoot issues raised by the client and provide appropriate feedback.
- Schedule software installs' and software updates

- Communicate all events.

#### Achievements:

- In 2018 I was promoted to Level 2 Support
- In 2019 with the company restructuring, I was classified as a Level 3 Support consultant.
- I've ranked as MVP for consecutive months on our ticketing system dashboard.

## SKILLS

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### Soft Skills

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

### Hard Skills

- MS SQL – able to write up queries on SQL
- Programming: Proficiency in HTML, CSS and JavaScript.
- Project Management skills
- PC setup and OS Installation – Windows + Linux
- Sharing and Mapping Network drives
- Printer setup
- Software installation setup
- Setting up port forwarding and public ddns.

## COMMUNITY INVOLVEMENT AND PARTICIPATION

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### **Rhema New Life Church Sound Desk Coordinator**

As a member of Rhema Church in Mafikeng, my specific role was to programme and schedule songs to be sung during the church service

### **Margo Hilda Foundation (NPO) Volunteer**

I've volunteered, for the Margo Hilda Foundation for their annual children Christmas party celebration, by assisting with setting up sound and stage for the event.

I've also participated in the handing out of food parcels for the homeless with the foundation in the Athlone areas. I continue to support the foundation by providing Sanitary towels for girls, and toiletry for boys in the organization's areas of empowerment.

## **CAREER GOALS AND ASPIRATIONS**

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Given my passion for IT and Software Development, I want to become a Full Stack Developer in which I will be able to build Web Applications and Services in the IT Cloud Space that will benefit clients.

As a result, I've undertaken the Scholarship programme offered by Udacity to learn the Cloud technologies and services so that by the end of April 2020, I will complete my Bertelsmann Tech Scholarship programme. I see this programme as a pre cursors to my long-term career goal of being a Cloud Developer. I plan to use the knowledge acquired in this course to contribute meaningfully to the achievement of the strategic goals of an entity operating within the Cloud ecosystem.

## **REFERENCES**

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Ms. Margo Fortune  
Organization: Margo Hilda Foundation  
Contact number:  
Email: [info@margohildafoundation.co.za](mailto:info@margohildafoundation.co.za)

Ps Peter Brits  
Organization: Education Director – Beyond Adventure  
Contact number: 082 770 0747

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