






## RESUME: Lindokuhle Lusiba

### LINDOKUHLE LUSIBA

 069 330 3691 |  lindokuhlelusiba@gmail.com

 92 Tebele Street, Zwelihle, Hermanus (Home Town) |  Remote-Ready |  Willing to work PST hours

 Currently reside at 10 Dorset Street, Woodstock, Cape Town

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### PERSONAL SUMMARY

Final-year ICT: Communication Networks student with real-world experience as an IT Support Intern and over a year of customer-facing technical support. Skilled in troubleshooting Windows systems, Microsoft 365, basic networking, and remote user support. Currently interning at PLUM Systems, managing tickets and supporting end users in a dynamic environment. Ready to join a global team and thrive in a high-performance remote support role.

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### EDUCATION

**Cape Peninsula University of Technology (CPUT)** – Cape Town  
**Diploma in ICT: Communication Networks** (*Expected Dec 2025*)

- Core Modules: Networking, Server Admin, Routing & Switching, IT Support
- Work Integrated Learning (WIL) module included

**Higher Certificate in Information Technology** – Completed

**Hawston Secondary School** – Hermanus  
**National Senior Certificate | 2020**

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### RELEVANT EXPERIENCE

**IT Support Intern – PLUM Systems**, Cape Town (*Jan 2025 – Present*)

- Provide first-line IT support and troubleshooting for users
- Monitor systems and escalate network/server issues when needed
- Manage daily ticket volumes and maintain logs with full incident detail
- Assist with software installations, updates, and device configurations
- Document technical resolutions and support knowledge base creation

**Customer Service Agent – Merchants**, Cape Town (*Oct 2023 – Dec 2024*)

- Responded to customer queries across phone, chat, and email
- Assisted with account issues, product support, and escalations
- Maintained accurate records of customer interactions

## **Administrator – Overstrand Municipality, Hermanus (Dec 2023 – Jan 2024)**

- Supported internal IT users with minor troubleshooting and printing
  - Helped organize municipal data and assisted in digital file management
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## **✂ TECHNICAL SKILLS**

- **Systems:** Windows, Microsoft 365, Google Workspace, macOS (basic), Linux (basic)
  - **Networking:** LAN/WAN setup, IP addressing, subnetting, network monitoring
  - **Tools:** Ticketing systems, remote desktop, knowledge base documentation
  - **Software:** Microsoft Office Suite, SQL (basic), Google Workspace
  - **Remote Support:** Comfortable with phone, video, and remote tools
  - **Languages:** English, Afrikaans, isiXhosa (Fluent)
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## **📄 CERTIFICATIONS**

### **Google IT Support Professional Certificate – Coursera (2022)**

- Topics: Troubleshooting, Networking, System Administration, Security
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## **💡 STRENGTHS**

- Calm under pressure in high-ticket-volume environments
  - Strong communicator across technical and non-technical teams
  - Passionate about learning, documenting, and helping people
  - Adaptable to international time zones and remote teams
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## **📄 REFERENCES**

**Aden Willemburg** – Team Leader, PLUM Systems | 📞 +27 66 230 5448

**Nonstikelelo Tshandu** – Manager, Overstrand Municipality | 📞 +27 73 549 8028