

## **LINDOKUHLE LUSIBA**

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92 Tebele Street, Zwelihle, Hermanus, 7200 (Hometown Address)

10 Dorset Street, Woodstock, Cape Town (Residential Address)

### **CAREER OBJECTIVE**

Motivated and technically adept ICT: Communication Networks diploma student at the Cape Peninsula University of Technology (CPUT), seeking an IT Support Learnership at the Cape Town iStore as part of my Work Integrated Learning (WIL) requirement. With a strong foundation in IT support and customer service, I bring hands-on experience in troubleshooting, software support, and user assistance. Eager to grow in a customer-focused environment and contribute to a dynamic retail team.

### **EDUCATION**

Cape Peninsula University of Technology Cape Town

Diploma in ICT: Communication Networks | Expected Completion: December 2025

- Includes Work Integrated Learning (WIL) internship module
- Completed Higher Certificate in IT
- Key modules: Network Systems, Infrastructure, Security, Server Administration

### **Hawston Secondary School Hermanus**

National Senior Certificate (Matric) | 2020

### **PROFESSIONAL EXPERIENCE**

IT Support Intern PLUM Systems, Cape Town (Jan 2025 Dec 2025)

- Delivered first-line technical support to users, resolving both hardware and software issues
- Assisted in configuring new devices and updating software across Windows systems

- Maintained logs of technical incidents and customer queries
- Supported the deployment and testing of updates in a team environment

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

- Provided administrative support to municipal operations
- Handled document filing, scheduling, and communication tasks
- Supported minor IT needs such as printing and office equipment troubleshooting

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

- Delivered customer support in a fast-paced retail contact center
- Assisted clients with queries, service explanations, and issue resolution
- Maintained professional and empathetic communication with diverse customers

### **TECHNICAL SKILLS**

- Hardware & Software: Installation, configuration, troubleshooting
- Operating Systems: Windows, macOS (basic), Linux (basic)
- Networking: IP addressing, LAN setup, subnetting, Packet Tracer
- Productivity Tools: Microsoft Office Suite, Google Workspace, SQL (basic)
- Support Systems: Helpdesk ticketing, documentation, remote support

### **CERTIFICATIONS**

Google IT Support Professional Certificate

Coursera | 2022

Covers: Troubleshooting, networking, operating systems, system administration, and security

### **STRENGTHS & SOFT SKILLS**

- Exceptional customer service and active listening

- Strong communication (written and verbal)
- Detail-oriented, professional, and dependable
- Fast learner and adaptable to new environments
- Team collaboration and problem-solving abilities

## **LANGUAGES**

- English Fluent
- Afrikaans Fluent
- isiXhosa Fluent

## **REFERENCES**

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

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