

LONECIA MTETWA

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Drivers license code C1

Objective

Analytical, organized, and detailed-oriented candidate with 1 year and 6 months with IT support expertise in delivering exceptional customer support services. This position will enable me to gain more knowledge about networking technologies while contributing effectively towards the success of the organization. I'm willing to further develop skills and grow professionally by taking on new responsibilities, troubleshooting, and resolving issues.

Experience

**Department of Agriculture, Land Reform and Rural Development | ICT Support Intern
08/2021 – 01/2023**

- Providing information Technology user support to employees
- Setting up new computers, networks, and software for new employees
- Troubleshooting IT equipment like printers, computers and software applications
- Assisting with computer network security by scanning vulnerabilities and viruses
- Support of transversal systems (BAS, PERSAL AND LOGIS)
- Perform software and hardware installation and upgrades
- Providing server management services (DHCP Server, DNS Server, VPN and TCP/IP)
- IT support services of AutoCAD and Office 365
- Setting Up and resetting passwords using
- Knowledge of IT service desk system: Respond to incoming calls, emails and calls logged on ITSM system, regarding computer and laptop problems.
- Monitoring and management of Local Area Network
- Repairing and replacement of Ethernet ports
- Ensure that hardware is stripped and secured before disposal
- Provide technical support either by phone or remote access (using TeamViewer or AnyDesk) or site visits if needed.
- IT inventory management

University of Mpumalanga | ICT Student Support 03/2021 – 03/2021

- ICT Technical assistance during online registration
- Checking and preparing of computer labs
- Troubleshooting computers and printers

Education

Advanced Diploma in Information and Communication Technology

University of Mpumalanga

2020

Diploma in Information and Communication Technology

University of Mpumalanga

2019

National Senior Certificate

Lehlasedi High School

2016

Skills and competencies

- Collaborative team player with ownership mentality and a track record of delivering the highest quality of strategic solutions to resolve IT challenges.
- Good communication skills, both verbal and written
- Determined and passionate for accuracy and attention for detail
- Self-driven to achieve goals, both immediate or long term
- Computer literacy and telephone etiquette skills
- Good IT customer service skills
- Knowledge of programming languages

References

Available upon request

Certificates

Coursera (IBM Developer Skills Network

Technical Support Basics
2024

Languages

- English
- Xitsonga (HL)
- Sepedi
- Siswati