

**Luyanda Gamanye (Mr)**

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Nyanga, 7755

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Nationality: South African

**Objective**

A highly motivated and enthusiastic IT Support Technician with a strong passion for technology. Proficient in Windows operating systems, eager to expand knowledge into macOS and Linux and determined to take on new challenges to enhance my skills and contribute to organizational success.

**Language Proficiencies**

- **Xhosa** (Written and Verbal)
- **English** (Written and Verbal)

**Core Competencies**

- Excellent communication skills
- Strong interpersonal and organizational abilities
- Problem identification and troubleshooting expertise
- Team player with the ability to collaborate effectively
- Quick learner with a passion for new technology

**Technical Skills**

- **Operating Systems:** Proficient in Windows 10 and 11
- **Software Applications:** Basic administrative support for Office 365, experienced with Google Workspace
- **Hardware:** Familiar with setup and maintenance of PCs, laptops and printers
- **Networking:** LAN, WAN, Foundational knowledge of TCP/IP and DHCP protocols

**Additional Skills:**

- Support for Windows environments and Active Directory user management
- Experience with help desk ticketing systems and Level 1 technical support
- Strong customer service abilities
- Basic understanding of VoIP configuration and PC/laptop imaging
- Instructs users in the use of PCs, software, printers and network

## IT CERTIFICATION AND SKILLS DEVELOPMENT

- Udemy IT Help Desk Professional
- Udemy IT Troubleshooting Skill Training
- Udemy Productivity and Time Management for the Overwhelmed
- Udemy Customer Service
- Udemy IT Technical Skills Bootcamp
- Help Desk Support Technical Skills V1.0 / Jobskillshare Platform
- Help Desk Ticketing Systems V1.0 / Jobskillshare Platform
- Office 365 Administration / Jobskillshare Platform
- **CompTIA A+** (Currently pursuing)
- **CompTIA N+** (Currently pursuing)

## Education

### Sithembele Matiso Secondary School

- **Grade:** 12
- **Subjects:** Isixhosa HL, English FAL, Mathematical Literacy, Life Orientation, Geography, History, Life Sciences

## Projects

- **Home Network Setup:** Designed and managed a home network for family members, including configuration and troubleshooting.
- **Online Community Engagement:** Actively participated in online forums and communities to stay current with emerging IT technologies.
- **Desk Phone Setup:** Set up and configured desk phones for users in a small-scale office environment.
- **VoIP Setup and Installation:** Assisted in the installation and configuration of VoIP systems for users.
- **PC/Laptop Imaging:** Experienced in imaging PCs and laptops for users, ensuring system setups are streamlined and efficient.

## Work Experience

### Remote IT Tech Support Learnership

#### Praesignis (Pty) Ltd – Johannesburg

*Date: 01 July 2024 – 30 June 2025*

- Assisted in remote IT support, providing technical solutions for a variety of issues.

- Supported and resolved hardware and software-related queries for clients.
- Collaborated with senior IT staff to troubleshoot complex technical issues.

### **Help Desk Technician**

#### **In2Food – Cape Town**

*03 Feb 2025 – 30 June 2025*

- Provide technical support to clients via phone, email and in-person.
- Collaborate with the IT team to resolve more complex technical issues.
- Install, configure and troubleshoot computer hardware and software.
- Assist with network maintenance and upgrades.
- Identifying and diagnosing end users issue onsite/remotely
- Vendor and third-party engagement providing first-line support
- Cloning/re-imaging laptops and desktops utilizing a ticketing system
- Configuring and troubleshooting printers updating end-user software
- Updating device drivers
- Office 365 application troubleshooting
- Troubleshoot thin client devices
- Setting up telephone systems and VoIP

### **References**

#### **Sithembele Matiso Secondary School**

- **Mr. V.D. Ntlaahla** (Principal)  
Phone: 021 385 1371 | 072 500 0630

#### **Praesignis**

- **Sandra Simelani** (Manager)  
Phone: 074 743 5299
- Office: 011 022 6812

#### **In2Food**

- **Barney Brits** (Manager)  
Phone: 082 447 9444  
Office: 021 557 8964
- **Zihle Lusani** (Team Leader)

Phone: 063 930 6564

Office: 087 537 6336