

Johnson Massengula

IT Desktop Support Engineer

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Durban

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OBJECTIVE

My Objective is to provide top classes services in the form of IT support at the lowest level to the highest. I aim to expose myself in the field and display a high level of excellence through customer support in the business. I also aim to upskill myself and be up to date with the latest technologies.

EDUCATION

Birdswood S. School – Richards
bay 2012-2016
Mancosa – Durban
2017-2019

EXPERIENCE

2017-2019
Sales Admin • Junior level • Bah Boutique

Jan 2020 – March 2021
Sales/Customer service agent • CCI

April 2021 – Feb 2022
IT Service Desk Admin • Senior • CCI

March 2022 – TO Date
IT Desktop Support Engineer – L1 Tech - CCI

As service desk admin my key responsibility was to ensure timeous response to tickets logged and seeing though the request or incident logged until resolution. As a desktop technician my role is to ensure uptime of systems and users to continue their business as usual.

KEY SKILLS

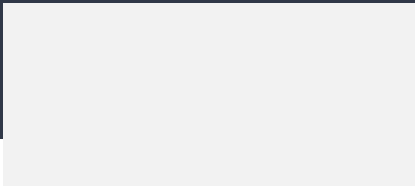
Interpersonal skills
Customer service
IT systems troubleshooting
Communication skills
Team contribution
Leadership skills
Working with recent
technologies.

COMMUNICATION

Effective in communication by relaying correct information. Communicate in a friendly and kind manner, this I learn mostly from my customer service days. Able to show assertive personality to maintain a productive environment. - a skill I picked up in my senior role as service desk admin and also as sales agent to instill confidence and direction amongst the team.

LEADERSHIP

Currently I am part of a local sports academy that reaches out to all kinds of children and provides them with opportunities to succeed in track and field. I form part of the leadership and manage a group of 10-25 athletes to achieve the goal of the success of the athletes. Other leadership experiences are being part of the school



leadership as a deputy head prefect in high school, other local community groups that engage the youth.

REFERENCES

[Available upon request.]
