

ABOUT ME

A young I.T professional with technical and Service Desk experience. Enthusiastic, optimistic and go-getting. Currently working as an onsite technician while studying towards systems engineering.

CONTACT

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Durban, South Africa



EDUCATION



MANCOSA
BCOM IT Management
2019



BIRDWOOD SECONDARY SCHOOL
NSC Matric certificate
2016

JOHNSON MASSENGULA

IT SUPPORT DESKTOP ENGINEER

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

EXPERIENCE

IT DESKTOP SUPPORT ENGINEER – L1 TECH - CCI

March 2022 – currently in position

My main role as a support technician is to provide 1st line troubleshooting to end users within the company. We ensure that users have maximum uptime by providing these services. Responsibilities included are also UAT testing, setting up of new campaigns (as projects), escalations to 3rd parties, network switch maintenance and etc.

IT SERVICE DESK ADMIN • SENIOR ROLE • CCI

April 2021 – Feb 2022

As service desk admin my key responsibility was to ensure timeous response to tickets or calls logged and seeing though the request or incident logged until resolution. This includes access management, escalation of IT issues, setting up of new accounts and users via Active Directory and other applications. Receiving calls from end users and providing remote assistance and or dispatching IT support to the user.

CALL CENTRE SALES AGENT

Jan 2020 – March 2021

As a call center agent my main role was to provide customer service to the customers of an American airlines called Spirit Airlines. This included handling customers through de-escalation, problem solving, objection handling and more.

SKILLS



Troubleshooting



Communication-email/telephony



Team contribution



Ticket/Call handling

Other skills include web development: HTML & CSS.

References: Available upon request.