Karabo Masha

WEB DEVELOPER & IT
TECHNICAL SUPPORT

Contact

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Personal Details

ID No: 9501065736082

Gender: Male

Nationality: South African

Drivers: Code 10 & Code A

Languages: English & Sotho

About

Personable and knowledgeable IT support technician with over 1 year of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 1 level

Education History

Richfield Graduate Institute of Technology

BSc Information Technology | 2018

Moreko High School

Grade 12 | 2015

Work Experience

Web development - intern | Feb 2023 - Currently working here | Capaciti

- HTML, CSS/SCSS , JavaScript, JQuery, React, bootstrap

- Skills Programming in, Node JS, Python, PHP, java
- Web Services API, Search Engine Optimization

IT Tech Support | 11 Jan 2022 –30 December 2022 | Praesignis

- Assisting clients with general support for hardware, peripherals, network connections, and external software.

- installing and maintaining systems, including software and hardware

Skills

Project Management

Programming

Leadership

Web development

Amazon Web Services

Programming

C# C++ JAVA Python

Visual Basic SQL

HTML CSS JAVASCRIPT PHP

Systems

Microsoft Windows
MacOS Linux   Office 365
MS Office (Word, Excel,
Power Point, Outlook)
Any Desk(remote desktop)
Visual Studio
Aws Management Console
Microsoft Teams
Asset Explorer

- Supporting customers with basic technical support for current and old softwares
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- Escalating help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

Junior Lecture WIL | 6 FEB 2019 – 30 March 2019 Richfield Graduate Institute Of Technology

- Lecturing
- Research for programme development and review
- Conduct study material review
- Marking of assignments and examination papers
- Conducting research

CERTIFICATION

AWS Cloud Practitioner

Introduction to Amazon Elastic Cloud Compute(EC2)

Data Communication & Network support

Computer Technology in business

Problem Solving Technique In IT

Hardware and Infrastructure Support

Basic Email Etiquette

Microsoft Outlook

Microsoft Word

Asset Management

Reference

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