



# MMABATHO NASEBA

## IT DESKTOP TECHNICIAN

### ABOUT ME

## CONTACT

☎ +27 731 2011  
✉ nmmaba2@gmail.com  
📍 8485 Kgawnwe Street, Soweto . 1819

## EDUCATION

**Mancosa Honoris United Universities**  
NQF LEVEL 7

Bcom Information Technology and Management  
2020 - 2023 • Completed

**Taletso TVET College**

NQF LEVEL 4  
Information Technology and Computer Science  
2009 - 2013 • Completed

**Boston College**

CompTIA A+ N+ • Completed  
Microsoft - MCSE, MCSA, MCP • Completed

## SKILLS

- Troubleshooting - Network Configuration
- Networking Protocols
- Operating System Management
- Remote Assistance - Customer Support
- Software Configuration -Hardware Integration
- Critical Thinking - Leadership
- Desktop Computers Hardware Installation
- Local Area Network (LAN)- Network Administor
- Networking - System Administration
- Technical Support - Troubleshooting
- Communication skills

## LANGUAGE

Setswana  
English  
Afrikaans

### Summary:

I am a dedicated IT Support Technician with extensive 5 Years of experience as an IT Technician with good qualifications in the industry and excellent skills to offer.

Proficient in networking protocols, operating system management, remote assistance, software configuration, and hardware integration in doing hardware installation, operating system installations, and repairs among other things .

I am known for a meticulous approach to problem-solving and a commitment to delivering exceptional technical support and customer satisfaction.

## EXPERIENCE

### WEBAFRICA 2021 – Present

#### Tier1 Technical Support

- Provided efficient and effective support to Webafrica customers regarding all connectivity-related technical queries via remote WhatsApp Live Chat.
- Offered support to customers using remote desktop services assistance promptly.
- Troubleshoot internet (Fibre, LTE ADSL) Voip and Email problems on various devices including desktops, laptops, and mobile devices.
- Escalated faults beyond 1st line support when necessary.
- Configured different types of connectivity devices such as router extenders, and access points, online or remotely via any desk or TeamViewer
- Managed customer accounts and ensure their satisfaction.
- Met daily tickets, live chat, and call targets.

### Reference:

Rushdien Matjiet, Support Manager, Webafrica  
Contact: 083 256 8601, rushdien@webafrica.com



# MMABATHO NASEBA

## IT DESKTOP TECHNICIAN EXPERIENCE - CONT..

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8485 Kgawnwe Street, Soweto, 1819  
www.linkedin.com/in/mmabatho-naseba-1670759a

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Western college (Westcol) 2020 March – 2020 December  
Contract Job

#### Desktop Technical Support

- Installed and replaced hardware components, and performed operating system installations and repairs.
- Installed application software such as Pastel, Netopt, and Windows operating systems.
- Installed and updated antivirus software, configured IP addresses, and resolved IP conflicts.
- Set up printer sharing and configured printers, as well as internet configurations.
- Implemented file and software sharing using servers, and performed hardware and software upgrades.
- Administered and maintained local area networks (LAN), including setup and maintenance.
- Conducted general troubleshooting, repaired network points, and crimped cables.
- Acted as a technical resource to assist users in resolving equipment and data problems.
- Installed Pastel Partner & Payroll software.
- Installed Office 365, and Microsoft Teams, and set up virtual meeting connections.
- Configured Microsoft Teams for staff members to host virtual meetings.

#### Reference:

Cobus Viljoen, Support Manager  
Western College (Westcol)  
Contact: 083 504 4024, 011 692 4004, cviljoen@westcol.co.za

TP LINK SA 2018 March – 2020 Jan

#### IT Support Technician

- Support TP-Link range of devices setting up and configuring them to the client's satisfaction
- Worked with mobile LTE routers, ensuring clients were connected to the appropriate APN.
- Conducted TP-Link router setup and configurations including VPN setup, port forwarding, and creating guest networks.
- Set up TP-Link Pharos systems, Access Points, and Range extenders, and handled switches configurations.
- Troubleshoot and supported clients on ADSL, Mobile Broadband services, and desktop issues.
- Logged hardware calls and provided desktop support as needed.

#### Reference:

Edward Scarth, TP-Link Technologies Supervisor, TP-Link SA  
Contact: 060 631 6245, 0105906147, edwards@tp-link.com