






Mohamed Asad Moosagie

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PORTFOLIO

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EXPERIENCE



SERVICE DESK ANALYST

COMPUTA CENTER – CAPE TOWN, WESTERN CAPE

- Analyse and investigate customer issues and requests, provide appropriate support and guidance with further troubleshooting if necessary
- Perform additional troubleshooting if tickets are missing information
- Monitor Service Desk ticket queues, ensuring that all tickets are fully updated and are processed appropriately
- Routing tickets to various revolving teams in other countries
- Updating virus protection software to keep data and communications protected
- Troubleshooting, diagnosing, and resolving software, and other network issues
- Maintaining and administering computer software
- Provide ticket updates to the customer
- Troubleshooting technical issues in critical business applications.

CUSTOMER ENGINEER/ TECHNICAL OFFICER NOVEMBER 2021

BCX – CAPE TOWN, WESTERN CAPE

- Installing latest servers (Dell R340) into new Woolworths stores.
- Re-imaging of desktops.
- Till point installations.
- Network configurations.
- Setting up pc's on site and ensuring all computers connected on network.
- Ensuring the whole store is online after remote image transfers from old to new server.

RETAIL MANAGER 30 NOVEMBER 2018

HH – CAPE TOWN, WESTERN CAPE

- Recruiting, training, supervising and appraising staff.
- Managing budgets.
- Maintaining statistical and financial records.
- Dealing with customer queries and complaints.
- Overseeing pricing and stock control.
- Maximizing profitability and setting/meeting sales targets, including motivating staff to do so.

TECHNICAL SUPPORT/ ASSISTANT 30 AUGUST 2017

AFSOL – CAPE TOWN, WESTERN CAPE

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.
- Answering telephones and taking messages.
- Printing and filing documents.

EDUCATION



DIPLOMA
INFORMATION
TECHNOLOGY
1 NOVEMBER 2021

DAMELIN – CAPE TOWN, WESTERN CAPE

BACHELORS
DEGREE
MATRIC
1 DECEMBER 2013

ISLAMIA – CAPE TOWN, WESTERN CAPE

STRENGTHS



Knowledge of networking services and common networking protocols
Computer proficiency and understanding of various types of hardware
Ability to problem solve and think critically
Attention to detail
Communication skills
Project management skills