

Ayanda Zwane
P. O Box 516
Esikhawini
3887

Cell: 063 312 0916/079 4444 388, **E-mail:** ayandazwane.zn@gmail.com

PROFILE

ID Number: 9008270793080
Gender: Female
Marital Status: Single
Nationality: South African

Educational Qualifications

2008 MATRIC CERTIFICATE – Dlangezwa High School

Subjects Passed:

- ❖ English, IsiZulu, Mathematics, Physical Sciences, Life Sciences, Life Orientation, Engineering Graphics and Design

TERTIARY EDUCATION

- ❖ Name of Institute: Mangosuthu University of Technology
Year: 2010-2012
Course: National Diploma in Information Technology – Networking

Fully Competent in the following aspects of IT Networking

2010 Development Software I, Information Systems I, Systems Software I and Technical Programming I

2011 Communication Networks II, Distributed Systems II, IT Electronics II
and Information Technology Skills I

2012 Communication Networks III, IT Electronics III, Distributed Systems III and Systems Software II

OTHER CERTIFICATES

Computer Literacy: MS Word, MS Excel, MS Power Point, MS Access, Fundamentals of the Internet

CCNA Exploration: Network Fundamentals

CCNA Exploration: Routing protocols and Concepts

ITIL foundation : IT Service Management

Work Experience

Name of Company: University of Zululand (ICT)
Duration: 01 January 2014 to date
Position held: Desktop Support Technician

SUMMARY OF DUTIES AND COMPETENCIES:

- ❖ Logging calls using Heat
- ❖ Remote desktop support using TightVNC
- ❖ Troubleshoot hardware and software problems
- ❖ Install and configure enterprise hardware and software solutions
- ❖ Changing login passwords for the users, using Active Directory
- ❖ User account creation using Active Directory
- ❖ Joining of users to a network domain
- ❖ Ensure that all computers are secured effectively by installing and updating antivirus software.
- ❖ Ability to troubleshoot and repair printers
- ❖ Linking users on a printer
- ❖ Windows Operating System Installation(7,8,10)
- ❖ understanding and knowledge in troubleshooting MS outlook and other MS Office Applications
- ❖ Experience on Microsoft Windows 7, 8.1, 10
- ❖ Experience on Microsoft outlook 2010, 2013, 2016
- ❖ Experience on Microsoft office 2007, 2010, 2013, 2016
- ❖ Mac Book and IOS support
- ❖ Android support
- ❖ Asset Management
- ❖ Basic Network troubleshooting (LAN)
- ❖ Wireless network

Name of Company: University of Zululand (ICT)
Duration: 08 July 2013 to 15 December 2013
Position held: Volunteer at ICT helpdesk and Computer laboratories

SUMMARY OF DUTIES:

- ❖ Provide helpdesk support and resolve problems to the end user's satisfaction remotely and telephonically
- ❖ Answer tickets and emails pertaining to users' computer problems
- ❖ Monitor and respond quickly and effectively to requests received through the IT helpdesk
- ❖ Forward technical support issues that cannot be addressed by the Helpdesk to the appropriate technician
- ❖ Create ITS pins and Log in passwords for Students
- ❖ Assist student with hardware and software problems
- ❖ Perform computer software installation
- ❖ Computer troubleshooting
- ❖ Printing and photocopying
- ❖ Computer lab maintenance

Key Skills

- ❖ Good Communicating and interpersonal skills
- ❖ Technical Skills
- ❖ Problem solving
- ❖ IT skills (hardware & software support)
- ❖ Hard worker
- ❖ Good Sense of humor
- ❖ Team Player
- ❖ Multitasking
- ❖ Able to work unsupervised
- ❖ Telephone etiquette
- ❖ Organized

PERSONAL SUMMARY

I am a young female who is dedicated, hardworking and reliable. I am humble and above all I have got integrity. I am always willing to learn and adapt to any situation. I believe that if you have positive attitude towards life you can achieve whatever you want.

PROFESSIONAL PROFILE

- ❖ Positive attitude, organized and dedicated
- ❖ Can work under pressure and meet deadline
- ❖ Enjoy working with the team and all type of people
- ❖ Willing to grow with optimistic view

REFERENCES

- 1. Mr. Solomon Sibiya: Manager- University of Zululand**
Telephone: 035-902 6017 / 082 723 0686
Email address: SibiyaS@unizulu.ac.za
- 2. Mr. Morne Saayman: Senior Manager- University of Zululand**
Telephone: 035 902 6439
Email address: SaaymanM@unizulu.ac.za
- 3. Mr. Njabulo Zungu: Systems Administrator- University of Zululand**
Telephone: 035 902 6081
Email address: zungun@unizulu.ac.za
- 4. Ms. Canham: Manager (services) - University of Zululand**
Telephone: 035 902 6802
Email address: canhamy@unizulu.ac.za