



Nkululeko Lindokuhle Mbongwa

Field Technician

Personal Info

0735873581

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8 Marlboro Dr, Alexander,
Johannesburg, 2090, South
Africa

ID Number
9109286278080

Nationality
South African

Date of birth
28 sep 1991

Links

[LinkedIn](#)

[GitHub](#)

Skills

- ☐ Communication
- ☐ Problem Solving
- ☐ Networking
- ☐ Teamwork
- ☐ Technical Knowledge
- ☐ Computer Skills
- ☐ Problem-solving
- ☐ Time management
- ☐ Interpersonal skills
- ☐ Attention to detail

Languages

- ☐ English
- ☐ Isizulu
- ☐ xhosa

I am an enthusiastic, initiative-taking, dependable, responsible, and hard-working person. I am a mature team worker and adaptable to all challenging situations. I can work well both in a team environment and using my own initiative. I can work well under pressure and adhere to strict deadlines.

Well-qualified Field Technician with excellent trouble-shooting and problem-solving skills. In-depth knowledge of computer systems, networks, and IT infrastructure. Proven track record of providing top-notch customer service.

Dedicated Field Technician with demonstrated ability to provide excellent customer service and technical support. Possessing advanced knowledge of network systems, hardware and software. Skilled in troubleshooting and problem-solving.

Reliable Field Technician with superior customer service and communication skills. Skilled in troubleshooting and resolving IT related issues. Expertise in setting up and configuring systems and installing hardware.

Work Experience

Field Technician , Vault Group, Sandton

July 2024 - Present

- Successfully completed over 500 field service visits for a variety of clients.
- Utilized problem-solving techniques to resolve technical issues in a timely and efficient manner.
- Proven ability to troubleshoot, diagnose, and repair complex technical problems.
- Installed and maintained a variety of network, hardware, and software systems.
- Established and maintained a library of technical documents to ensure a consistent approach to problem resolution.

Technical Support, Vault Group (Contract), Sandton

July 2023 - June 2024

- Successfully provided technical support and customer service to over 100 customers daily.
- Developed and implemented customer service procedures and guidelines to improve customer satisfaction.
- Troubleshoot and resolved complex technical issues in a timely and efficient manner.
- Assisted customers with software, hardware, and network related issues.

- Researched, analyzed, and documented customer problems and resolutions.
- Installed and configured system software and applications to meet customer needs.
- Provided technical support over the phone and through remote service.
- Monitored and maintained network performance to ensure optimal system performance.
- Developed and maintained customer relationships through effective communication.

Field Service Engineer, Transnet/Gijima (Contract), Krugersdorp

July 2022 - June 2023

- Successfully provided on-site field service engineering for a variety of customers in the medical device industry.
- Demonstrated ability to troubleshoot complex issues and provide effective solutions in a timely manner.
- Maintained accurate records of service calls and repairs and ensured that customers were satisfied with the results.
- Gained experience in the installation and repair of a variety of medical device systems.
- Developed strong relationships with customers, providing excellent customer service.
- Utilized diagnostic tools to identify and troubleshoot malfunctions in medical equipment.
- Collaborated with customers to identify and resolve technical issues in a timely manner.

Field Operation Officer, Department of state of south africa (Contract), Vryheid

January 2022 - April 2022

- Verify/create the list of gatekeepers within the FOO
- Ensuring that all points have been unpacked in selected EAs
- Conducting gatekeepers and EAs publicity

Packaging Supervisor, Tiger Brands (Contract), Randfontein

January 2021 - December 2021

- Proven ability to lead and motivate teams, resulting in improved efficiency and quality of work.
- Successfully developed and implemented packaging processes that resulted in significant cost savings.
- Managed the distribution of supplies and equipment to ensure product safety and quality standards were met.
- Expertise in trouble-shooting and problem-solving to prevent and resolve production issues.
- Experience in coordinating with external vendors and suppliers to ensure timely availability of materials.
- Created and maintained accurate records of production data and inventory levels.
- Developed and maintained strong relationships with internal departments and external stakeholders.

- Monitored staff performance, providing feedback and coaching to ensure satisfactory results.
- Ensured that all packaging operations were compliant with applicable standards and regulations.

Desktop Support Engineer, Department of Education (Contract), Johannesburg

April 2018 - March 2020

- Provided desktop support to over 500 users in a large corporate environment.
- Developed and maintained documentation for software and hardware systems.
- Troubleshoot hardware and software issues on a variety of operating systems.
- Installed, configured, and maintained computer systems and networks.
- Assisted in the roll-out of new technologies, ensuring user understanding and adoption.
- Resolved user account, printing and network connectivity issues.

Education

Matric, Nhlungwane High School (Grade 12)

January 2006 - December 2010

Electrical Engineering, Esikhawini FET College (N4)

2012 - 2012

Information Technology, Durban Institute of Technology (National Diploma)

January 2013 - November 2017

References

Mfanafuthi Thusi, State Sa
N/A | 0827787964

Jaun Grobbies, Vault Group
0725333889