



CONTACT

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8 Marlboro Dr, Alexander,
Johannesburg, 2090

EDUCATION

2006 - 2010

NHLUNGWANE HIGH

- Grade 12

2012

ESIKHAWINI FET COLLEGE
N4: Electrical Engineering

2013-2017

DURBAN UNIVERSITY OF TECHNOLOGY

- National Diploma in
Information Technology

SKILLS

- Problem Solving
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English (Basic)
- Zulu (Fluent)
- Isindebele (Fluent)
- Sipeidi (Intermediate)

NKULULEKO MBONGWA

TECHNICAL SUPPORT / TECH MASTER

PROFILE

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 as well as using my own initiative. I can work well under pressure and adhere to strict deadlines.

WORK EXPERIENCE

VaultGroup

2023 - PRESENT

Technical support & Tech Master

- Ensuring that all issues related to Microsoft Office, Windows, Printers, Network or any Technical issues in the office are fixed
- Provide support to technicians for all technical problems and provide solution to customers when needed. This also includes conducting troubleshooting and investigations into field related problems that occur
- Provide training for staff in the business on any new updates or changes. This includes various departments, including marketing, technicians, support, wiring and operations.
- Provide support to the support agents for any escalations. This including dealing directly with the clients in instances where the support team cannot resolve issues themselves.
- Provide support to all technicians when they are unable to solve issues themselves. This includes being available to provide support after hours and on weekends.

Transnet/Gijima

2022-2023

Field Service Engineer

- Setup New Desktop/Laptop
- Decommissioning Desktop/Laptop
- Configuring networking and printers
- Provide Desktop Support at Transport
- Remote Desktop Connection

Department of State South Africa

2022-2022

Field Operation Officer

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

Tiger brands

2021-2021

Packaging Supervisor

- staff Management and teamwork
- Inventory Management
- Quality Assurance
- Stock Management

Department of Education

2018-2020

Desktop Support Technician

- Bas and Persal Installation
- Providing first line support to the users and their workstation and the Loans, they are using

REFERENCE

Darryn Sugermarn

R&D Technical Support Manager

Phone: 0824957717

Email: Darryn@vaultgroup.co.za

Mfanafuthi Thusi

State SA

Phone: 0827787964

Email: N/A