

NORMAN NEL

JUNIOR IT TECHNICIAN

Profile

Motivated IT student in final year of study with a keen interest in network administration, security & support services. Current working as a Junior IT Technician at an IT repair centre for HP, Dell & Lenovo and many computer hardware manufacturers' products.

Experience

- JUNIOR IT TECHNICIAN**
Ensure IT Services, Maitland | March 2024 - Present
Providing technical support - Delivering customer service - Offering remote assistance to clients - Handling software installation - Performing hardware maintenance & repairs - Managing support requests using Microsoft Dynamics
- PEST CONTROL OPERATING APPRENTICE**
Eco Slayer, Cape Town | September 2023 - January 2024
Detect and eliminate unwelcome pests from homes and businesses
- PICKER AND PACKER**
Shoprite Warehouse, Brackenfell | August 2023 - September 2023
Build pallets for shipment and deliveries of goods
- SALES ASSISTANT**
Tekkie Town, Kuilsriver | December 2022 - January 2023
Drive store sales of clothing
- STORE ASSISTANT**
Mr Price, Eersteriver | November 2021 - January 2021
Processing sales through POS machine

Education

- HIGHER CERTIFICATE: INFORMATION COMMUNICATIONS TECHNOLOGY**
Northlink College, Tygerberg Campus | 2019
Introduction to computer and network basics.
- DIPLOMA: COMMUNICATIONS AND NETWORK TECHNOLOGY**
Cape Peninsula University of Technology, Cape Town, District 6 | 2025
Network Fundamentals, Routing and Switching, Network Design methodologies, Network Troubleshooting Techniques and Automation (To receive in 2026)

Personal information

- Full Name**
Norman Nel
- Residence**
47 Sunbirddrive South, Sunbird Park Kuilsriver, 7580
- Phone Number**
074 974 4664
- Email Address**
219359660@mycput.ac.za

Skills

- Microsoft Dynamics Software Installation and Configuration
- Hardware Troubleshooting, Repair and Maintenance
- Team Collaboration

References

- Mrs. Wiese**, Manager
067 971 5841
- Mr. Shaheer**, Manager
072 434 1753
- Mrs. Sheridan**, Manager
076 857 3084
- Mr. Ortlieb**, Pest Control Operator

Certifications

- ✓ **CCNA: Introduction to networks**
- ✓ **CCNA: Networking and automation**
- ✓ **HP Certified Technician**
- ✓ **Dell Certified Technician (in progress)**
- ✓ **Lenovo Certified Technician (in progress)**
- ✓ **CCNAv7: Enterprise Networking, Security, and Automation**
- ✓ **CCNAv7: Introduction to Networks**