|  |
| --- |
|  |

|  |  |
| --- | --- |
|  | NDIVHUHO NTHOMPE MPHELO  Kelvin, Sandton, 2090  Phone: 0670038342 / 0767254350  E-mail: [mphelonn@gmail.com](mailto:mphelonn@gmail.com) |

|  |  |
| --- | --- |
|  | ABOUT ME  I am energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake. As a graduate with 8 months of experience in IT helpdesk support, I am excellent in working with others to achieve a certain goal on time and with excellence. I have strong desire to learn new skills, expand upon and improve existing ones.  EDUCATION   * Baccalaureus Technology: Information Technology – Software Development (2021) * HCIA – Cloud Computing(2020) * National Diploma: Information Technology – Software Development (2018) * Grade 12 (2014)   AWARDS   * Student mentor (2018)   Duties: mentoring second year students on their module (oracle database: SQL and PL/SQL)  EXPERIENCE  Organization: Limpopo department of agriculture and rural development  Occupation: IT Helpdesk support (Experiential learning)  Duration: 01 May 2018 – 31 December 2018  Duties:   * Installing and configuring computer system * Diagnosing hardware/software faults and solving technical problems * Perform quality work on all service requests incidents with agreed SLA * Desktop maintenance/software updates * Remote support * Attending logged calls. * Creating user account password * Anti-virus products, DNS/DHCP, TCP/IP configuration * Configuring and troubleshooting application software, printers, phones, Emails, internet and other peripheral devices   COMPETENCY SKILLS   * Team player, time management and attention to detail. * Strong communication, customer service expert and interpersonal skills * Ability to work under pressure * Problem solving and analytical skills * Facilitating and mentoring skills   **AREA OF EXPERTISE/TECHNICAL SKILLS**   * Programming – C++, C#, HTLM5, CSS3 * Database and server – MS Access, SQL, PL/SQL, MySQL * Information Technology - IT Governance, IT strategy and IT Policy * Framework skills - NetBeans, Notepad++, Embarcadero, Oracle(9g,10,11g), Visual studio (2010, 2013, 2015), Packet tracer, Microsoft Office, Microsoft Power BI. * Other - SDLC, ERD, EERD, Database normalization, UML, A+, N+, Linux - Ubuntu. |
|  | REFERENCES   1. Mr Sigama K – Former IT Lecture   [SigamaK@tut.ac.za](mailto:SigamaK@tut.ac.za)  0739387664 / 0152870761   1. Mr Baloyi TS – LAN and Desktop Support   [baloyits@agric.limpopo.gov.za](mailto:baloyits@agric.limpopo.gov.za)  0822934977   1. Miss Gololo RR- Former IT Assistant Lecture   rinahgololo@gmaiil.com  0799667453   1. Mr Masoga MK – Student Facilitator   [masogamilton@gmail.com](mailto:masogamilton@gmail.com)  0766733559 |