

# Sesethu Potye

## Personal Information

**Name** : Sesethu

**Surname** : Potye

**Date of birth** : 25-11-1998

**Home address** : 39 Bushell street Westbourne Queenstown 5320

**Residential address** :

**Contact details** : 0634777449

**Email address** : [potyesethu@gmail.com](mailto:potyesethu@gmail.com)

## Education

### High School

**Umtata College of Maths Science and Commerce:** National Senior Certificate Grade 12

**Period** : January 2015 – December 2017

**Institution** : Walter Sisulu University

**Qualification** : Diploma in Information and Communications Technology  
(Support Services)

**Period** : January 2018 – December 2022

**Final Subject** : Service management III  
Software Support II  
Support Services III  
Information Technology Support & Govern III

## Work Experience

**Company Name** : Vox Telecom

**Job Title** : FTTH Technical Support Engineer (Internship Programme)

**Period** : March 2023 – November 2023

**Role Responsibilities**

:

As FTTH Technical Support Engineer I perform the following daily tasks and duties,

- Proving customers with the guidance during the self-installation of the WIFI router remotely for smooth and friction less first-time customer setup
- Support ticket handling using local web dashboard for creation and tracking of customer support tickets
- Handling customer support requests using both emails, WhatsApp and the phone calls
- Remote on any issues relating to the access management for customer' Fibre to The Home (FTTH) device which entailed customer identification and verification.
- Remote support on issues relating to the password management to FTTH
- Remove support relating to troubleshooting and localizing between internet connectivity error and the hardware device problem. Issues relating to hardware needed to be escalated to the device vendor for further investigations
- Providing 1<sup>st</sup> line support troubleshooting i.e. if customer reports internet connection issue, the first step is to advise the customer to reboot the WIFI router and the Fibre box
- If the internet connection issue persists, advise the customer to connect home device directly to the Fibre box bypassing the WIFI router. At this point, the problem can either be isolated to the router or the issue on the Fibre Operator
- If none of the above steps provided a resolution to the internet connection issue, a site support technician will be dispatched to the customer site while providing the customer with ETA
- Conduct at glance speed tests for customers using Opensource tools to check internet performance.
- If the problem of slow internet performance continues, a necessary escalation will be required to the senior technician (2<sup>nd</sup> line support) to investigate further
- Continuously update and maintain documentation related to common technical issues and their resolutions to enhance support effectiveness and efficiency through evolving knowledge base documentation.
- Working on shifts
- Rotating

**Company Name**: **Capaciti****Job Title**

: Graduate intern

**Period**: 12 Months (**Present**)**Role Responsibilities**

: Power BI, &amp; Data Analytics, Azure

As a Graduate intern I perform the following daily tasks and duties,

Power BI & Data analytics responsibilities:

- Data collection from various sources like excel, surveys
- Data cleaning & data analysis
- Data visualization and findings

## Support and Pregaming Technologies

- Basic Cisco router network configuration
- Web page language (HTML, CSS)
- Programming language (Java, Python)

## Certificates

**Cisco Networking Academy** : CCNAV7  
**Date** : 21 November 2022

## Licenses

**Code 10 Driver's License**  
**Issue Date:** :09 September 2022

## Languages

- English
- IsiXhosa (home language)
- IsiZulu – Professional Working Capacity

## References

<b>Ms. Zizipho Somatshelu</b> Supervis or Vox Telecom <a href="mailto:ziziphosomatshelu@gmail.com">ziziphosomatshelu@gmail.com</a> 0731132118	<b>Mr. Lukho Mazwi</b> ICT Admin Walter Sisulu University <a href="mailto:lmazwi@wsu.ac.za">lmazwi@wsu.ac.za</a>	<b>Brandon September</b> Capaciti Mentor <a href="mailto:brandon.september@capaciti.org.za">brandon.september@capaciti.org.za</a>	<b>Mr Mzothana</b> <b>Mentor</b> <b><a href="mailto:Masixole.mzothana@vodacom.co.za">Masixole.mzothana@vodacom.co.za</a></b>
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