

# Teboho Rathethe Mokgosi

IT Technician and Support Specialist | BSc in IT (Computer Science)

0722389325 | [Personal Website](#) | [mokgositeboho77@gmail.com](mailto:mokgositeboho77@gmail.com) | [LinkedIn](#) | Pretoria, Gauteng

## SUMMARY

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I'm a results-driven IT Specialist with a Bachelor of Science in Information Technology and 2 years of hands-on experience in Level 1 & 2 technical support. I have proven expertise in diagnosing hardware faults, managing Active Directory user accounts, and maintaining network connectivity. Adept at using ticketing systems to track incidents and delivering high-quality end-user support in fast-paced environments. Committed to ensuring optimal system uptime, maintaining accurate asset inventories, and delivering excellent customer service. I'm a quick learner with strong problem-solving skills and a passion for technology.

## WORK EXPERIENCE

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- **Information Technology Intern**

Department of Higher Education and Training

Dec 2023 – Nov 2025

Key Responsibilities:

- **Technical Support & Troubleshooting:** Provided Level 1 & 2 technical support to end-users, diagnosing and resolving issues related to desktops, laptops, printers, and mobile devices.
- **User Account Management:** Managed user onboarding and offboarding processes, including creating accounts on Active Directory, configuring permissions, and provisioning IT equipment for new staff.
- **Incident Management:** Acted as the primary point of contact for technical issues, logging and tracking all incidents in the internal ticketing system to ensure timely resolution and compliance with service standards.
- **Asset Management:** Maintained the IT hardware inventory and updated asset registers, ensuring accurate tracking and reconciliation of all departmental devices.
- **System Maintenance:** Performed routine maintenance, software updates, and patch management on Windows operating systems and applications to ensure security and stability.
- **Network Support:** Assisted with troubleshooting network connectivity issues (LAN/WAN/Wi-Fi) and basic configuration of network devices.
- **Documentation:** Documented technical knowledge, support activities, and resolutions in the knowledge base to facilitate faster problem-solving for recurring issues.
- **Application Support:** Assisted in maintaining and troubleshooting internal web applications and SharePoint sites to ensure availability for staff.

## EDUCATION

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- **Bachelor of Science in Information Technology**  
**Majoring in Computer Science and Business Management**  
University of the Free State  
*Completed: 2022*
- **Grade 12 (Matric)**  
Kgolagano Secondary School  
*Completed: 2017*

## SKILLS

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### Technical Skills

#### Hardware & Peripherals:

- PC Assembly/Disassembly, Hardware Diagnostics, Printer & Scanner Configuration, Component Replacement.

#### Operating Systems:

- Windows 10/11 (Advanced Troubleshooting), MacOS, Linux (Basic CLI/GUI operations).

#### Networking Fundamentals:

- TCP/IP, DNS, DHCP, LAN/WAN Connectivity, VPN Configuration, Wi-Fi Troubleshooting.

#### System Administration:

- Active Directory (User Management), Microsoft 365 Administration.

#### Tools & Platforms:

- Service Desk/Ticketing Systems, Remote Desktop Support Tools, Microsoft 365, Microsoft Power Platform, Microsoft SharePoint.

#### Programming:

- HTML, CSS, JavaScript, Bootstrap, C#, SQL Server, ASP.NET Core, OOP, SDLC, MVC Architecture.

### Soft Skills

- Telephone Etiquette: Professional and clear communication when guiding users through technical steps over the phone.
- Customer Service & User Support: Patient and empathetic approach to end-user support
- Documentation: Ability to create clear step-by-step technical guides and contribute to knowledge base articles.
- Time Management: Ability to prioritize open tickets effectively and manage a fast-paced workload.
- Communication: Clearly articulate complex technical information to non-technical users, ensuring understanding and minimizing confusion
- Teamwork: Effectively collaborate with IT colleagues and other departmental teams to escalate and resolve complex cross-functional issues
- Adaptability and Continuous Learning: Eager to learn and apply new technologies, methodologies.
- Attention to detail: Agile approach to system configurations and documentation, minimizing errors that could impact infrastructure stability

## REFERENCES

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- Mr. Tshepho Monare | Manager  
Department of Higher Education and Training  
069 377 2900 | [monare.t@dhet.gov.za](mailto:monare.t@dhet.gov.za)
- Ms. Thelma Modika | Supervisor  
Department of Higher Education and Training  
069 376 4242 | [modika.t@dhet.gov.za](mailto:modika.t@dhet.gov.za)
- Mr. Muhluri Hlungwani | Supervisor  
Department of Higher Education and Training  
069 258 5821 | [hlungwani.m@dhet.gov.za](mailto:hlungwani.m@dhet.gov.za)
- Mr. Sabata Seekoei | Mentor  
063 691 0788