

# CURRICULUM VITÆ

## OF

### TEBOHO MOSES MOTHOLO

#### PERSONAL DETAILS

<b>Surname</b>	: Motholo	
<b>First Names</b>	: Teboho Moses	
<b>Gender</b>	: Male	
<b>Identity Number</b>	: 990906 5494 083	
<b>Addresses</b>	<b><u>Home Address</u></b>	<b><u>Current Residential Address</u></b>
	11672 Mandela Park	4 Faure Ave
	Section One	Willows
	Phuthaditjhaba	Bloemfontein
	9866	9301
	South Africa	South Africa
<b>Nationality</b>	: South African	
<b>Health Status</b>	: Excellent	
<b>Home Language</b>	: Sesotho	
<b>Other Language Proficiency</b>	: English (Proficient) and IsiZulu (Elementary Proficiency)	
<b>Marital Status</b>	: Single	
<b>Criminal Record</b>	: None	

#### ACADEMIC DETAILS

##### SECONDARY EDUCATION

<b>Secondary School</b>	: The Beacon Secondary School
<b>Year Obtained</b>	: 2017
<b>Qualification</b>	: National Senior Certificate (Grade 12)

##### TERTIARY EDUCATION

<b>Tertiary Institution</b>	: North-West University
<b>Year Obtained</b>	: 2021
<b>Qualification</b>	: Bachelor of Science in Information Technology

#### CONTACT DETAILS

<b>Email Address</b>	: motholoteboho@yahoo.com
<b>Mobile Number</b>	: 076 471 0323
<b>LinkedIn Profile</b>	: linkedin.com/in/teboho-motholo-2589ba160

## WORK EXPERIENCE

**Name of Company** : Moteka Secondary School  
**Position** : PYEI - General School Assistant (E-Cadre)  
**Duration of Service** : 01/12/2020- 30/04/2021 (Contract - 5 months)

### Duties/Responsibilities

- Provided basic technical computer support for teachers, including troubleshooting internet connections (WAN, LAN, and Wi-Fi).
- Updated antivirus software, applications, and operating systems to ensure security and efficiency.
- Prepared classrooms for digital learning, ensuring all necessary technology was operational.
- Engaged and collaborated with teachers to integrate ICT into lesson planning, increasing access to digital content, tools, and resources.
- Provided end-user support for educational applications, aiding teachers with online document storage and the management of the school's Learning Management System (LMS).
- Assisted with the enrolment of learners, data capture on EMIS platforms, and other administrative tasks related to digital learning environments.

### **Key Contributions**

- Created an asset register for the school to keep record of their IT assets as they did not have one in place, and this enabled them to know what assets they have and their locations.
- Advised the school principal to procure a Wi-Fi range extender so that other parts of the school which needed Wi-Fi could have access, and this improved connectivity for those areas.

**Name of Company** : Makro Store Bloemfontein  
**Position** : IT Technician  
**Duration of Service** : 01/10/2021- 30/06/2023 (Contract - 1 year 9 months)

### Duties/Responsibilities

- Investigated and resolved IT support issues for store end-users, delivering prompt and effective solutions to enhance operational efficiency.
- Conducted comprehensive inspections of IT infrastructure, including servers, point-of-sale systems, desktops, and printers, to identify and mitigate potential risks.
- Executed monthly audits on systems such as Active Directory, Moats, and SAP to verify user authorization and uphold system security.
- Maintained and enforced security protocols across all systems, performing routine checks to identify vulnerabilities and implement corrective actions.
- Installed, configured, and tested hardware and software components, ensuring compatibility and optimal performance.
- Managed IT assets by ensuring accurate tracking and maintenance, including repairing, or replacing damaged hardware and upgrading systems to support new software.
- Diagnosed and resolved complex hardware and software issues, minimizing downtime, and ensuring system reliability.

### **Key Contributions**

- Assisted the IT department with improving their internal audit results from 34% admin IT and 40% technical IT to 78% and 88% respectively.
- Investigated an issue whereby Mimecast service would sometimes require users to restart a computer for it to work and discovered that in a multi-user environment, the service will continue to run for a user who previously used it and this meant it had to be stopped for the previous user and be executed to run for the current user.
- Investigated an issue whereby users would experience breaking up of audio during Zoom Meetings and discovered that an audio software installed on their computers had enable VoIP and after disabling it, the issue was resolved.

**Name of Company** : Finbond Mutual Bank  
**Position** : IT Support Technician  
**Duration of Service** : 21/08/2023- Currently Working (Permanent)

**Duties/Responsibilities**

- Provided first-line and second-line technical support to end users, addressing hardware, software, and connectivity issues, logging and categorizing support tickets, ensuring accurate documentation, and timely resolution or escalation within a domain environment of up to 738 users and 173 branches.
- Successfully executed network installations and troubleshooting for branches, including setting up wired and wireless networks.
- Applied expertise in hardware troubleshooting, setting up new machines with correct documentation and legal licenses.
- Demonstrated proficiency in troubleshooting their in-house systems (Delfin, LMS, CBS, Acpas)
- Leveraged remote support tools (TeamViewer, VNC, Awesun, Splashtop, Miradore) for efficient support of both in-house and remote users.
- Responded to IT helpdesk tasks on the Manage Engine platform, monitoring and managing the incident queue to ensure adherence to service level agreements (SLAs).
- Communicated effectively with end-users to gather information and provide updates, collaborated with other support teams to ensure seamless communication and issue resolution, and escalated critical issues as needed.
- Demonstrated proficiency in CCTV installations, maintenance, and troubleshooting.
- Monitored computer use to prevent system misuse, maintained and updated Finbond email access, and supported remote workers and site/branch offices.
- Contributed to the development and maintenance of a comprehensive knowledge base, documenting troubleshooting steps and resolutions for common issues, and promoting self-service options for end-users.
- Recorded and filed IT change requests, kept IT hardware and software lists up to date, and assisted in minimizing IT expenses within budget.

**KNOWLEDGE AND COMPETENCIES**

I have an excellent working knowledge of the following:

- Programming Methods (HTML, CSS, JavaScript, C#, JAVA, Python), IT Support, Microsoft Office Suite (365)
- Website and Mobile Development (Android Studio, MS Visual Studio)
- Database development and Management (SQL, NoSQL), Information Systems Development

**COMMUNICATION SKILLS**

- **Verbal Communication:** Proficient in communicating effectively with diverse individuals both on the phone and face-to-face in professional and academic settings. This experience has honed my ability to convey information clearly and confidently.
- **Writing Skills:** Skilled in writing reports, letters, and assignments in professional and academic environments, demonstrating strong written communication abilities.
- **Interpersonal Skills:** Capable of speaking, writing, and presenting fluently and professionally, fostering strong interpersonal relations with colleagues and peers.

**WORK STYLE**

- **Critical Thinking and Problem Solving:** Utilize logic and reasoning to evaluate strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Integrity:** Demonstrate honesty and ethical behavior in all professional interactions.
- **Leadership:** Exhibit a willingness to lead, provide direction, and offer opinions, guiding teams towards successful outcomes.
- **Dependability:** Reliable, responsible, and dependable in fulfilling obligations and ensuring consistent performance.
- **Adaptability:** Open to change and capable of handling a variety of tasks and environments in the workplace.

- **Stress Tolerance:** Accept criticism gracefully and maintain composure in high-stress situations, effectively managing pressure.
- **Motivation:** Highly driven and motivated to achieve goals and excel in tasks.
- **Persistence:** Maintain determination and effort towards mastering tasks, overcoming obstacles, and achieving objectives.
- **Initiative:** Proactive in taking on responsibilities and challenges, demonstrating a willingness to go beyond basic requirements.

#### **ATTRIBUTES:**

I am an intellectually curious and self-motivated Information Technology graduate with passion for technology. My hard working, organized, dependable, sociable, openness, and highly motivated qualities are attributes to my ability to associate well with people of different cultures, beliefs, and personalities. With a BSc Information Technology degree from North-West University, I hold a core understanding in software/system development, database design, web development, Information Security, and internet technologies. I also have a strong grasp of Networking technologies, IT support and Data analytics. I aim to work in an environment which encourages me to succeed and grow professionally. I want to utilize my skills and knowledge appropriately while continuing to learn and perfect my skills as I provide high quality work.

## **PROJECTS**

#### **UNDERGRADUATE PROJECTS**

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| <ul style="list-style-type: none"> <li>▪ <b><u>Project 1:</u></b> Music Website<br/>Technologies Used: <i>.NET Framework, C#</i> <ul style="list-style-type: none"> <li>- Created a website where users downloaded songs.</li> </ul> </li> <li>▪ <b><u>Project 2:</u></b> E-Hailing Application<br/>Technologies used: <i>.NET Framework, C#</i> <ul style="list-style-type: none"> <li>- Created an E-hailing app where users can book/request a taxi.</li> </ul> </li> <li>▪ <b><u>Project 3:</u></b> Herbalife Website<br/>Technologies used: <i>.NET Framework, C#</i> <ul style="list-style-type: none"> <li>- Created a simulation website where Herbalife clients ordered products.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>▪ <b><u>Project 4:</u></b> Tutor on The Go<br/>Technologies used: <i>Oracle Databases, Python</i> <ul style="list-style-type: none"> <li>- Created a website whereby users can book private tutors.</li> </ul> </li> <li>▪ <b><u>Project 5:</u></b> Technical CV<br/>Technologies used: <i>HTML, CSS, JavaScript</i> <ul style="list-style-type: none"> <li>- Created a personal online technical CV.</li> </ul> </li> <li>▪ <b><u>Project 6:</u></b> Dimensions Data Employees<br/>Technologies used: <i>MVC Core, Microsoft Azure, C#</i> <ul style="list-style-type: none"> <li>- Created an application that kept records of employee information</li> </ul> </li> </ul> |
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## **REFERENCES**

#### **Reference 1**

**Name:** Thato Matsuinyane  
**Designation:** Senior IT Technician  
**Company:** Makro Bloemfontein Store  
**Contact Number:** 051 101 1019/081 560 1195

#### **Reference 2**

**Name:** M.F Motaung  
**Designation:** Principal  
**Company:** Moteka S. School  
**Contact Numbers:** 073 646 2573

#### **Reference 3**

**Name:** John Moreothatha  
**Designation:** HR Manager  
**Company:** Makro Bloemfontein Store  
**Contact Number:** 051 101 1014

#### **Reference 4**

**Name:** Jaco Sollberger  
**Designation:** IT Manager  
**Company:** Finbond Mutual Bank  
**Contact Number:** 083 656 3446/ 021 852 899