

TEBOHO MOSES MOTHOLO

PERSONAL DETAILS

Surname	: Motholo	
First Names	: Teboho Moses	
Gender	: Male	
Identity Number	: 990906 5494 083	
Addresses	: <u>Home Address</u>	<u>Current Residential Address</u>
	11672 Mandela Park	51 Plein Street
	Section One	Johannesburg
	Phuthaditjhaba	Johannesburg
	9866	2000
Nationality	: South African	
Race	: African	
Health Status	: Excellent	
Home Language	: Sesotho	
Other Language Proficiency	: English (Proficient) and IsiZulu (Elementary Proficiency)	
Marital Status	: Single	
Criminal Record	: None	

ACADEMIC DETAILS

SECONDARY EDUCATION

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

TERTIARY EDUCATION

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

Tertiary Institution	: University Of Free State
Year Obtained	: Incomplete
Qualification	: Bachelor of Science honours in Computer Science and Informatics
Completed Coursework	: Advanced Databases, Advance Programming I (Mobile), Introduction to Research

CERTIFICATIONS, AWARDS AND ACHIEVEMENTS

- **Business Incubator Programme** certificate of completion via **MSC Business College**.
- **"Start Your Business"** certificate of completion via **National Youth Development Agency**.

CONTACT DETAILS

Email Address	: motholoteboho@yahoo.com
Mobile Number	: 076 471 0323
LinkedIn Profile	: linkedin.com/in/teboho-motholo-2589ba160
Website	: https://tebohomotholo.netlify.app

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 promptly resolved **IT support issues** for store end-users, delivering effective solutions to improve operational efficiency and minimize disruptions.
- **Diagnosed and resolved** complex **hardware and software issues**, reducing downtime and enhancing system reliability.
- Conducted thorough inspections of **IT infrastructure**, including **servers, point-of-sale systems, desktops, and printers**, identifying and mitigating potential risks to ensure smooth operations.
- Performed routine **security checks** across all systems to identify vulnerabilities, implementing corrective actions to maintain system integrity.
- Executed **monthly audits** on **Active Directory, Moats, and SAP**, verifying **user authorization** and ensuring compliance with security standards.
- Maintained and enforced **security protocols**, regularly reviewing and updating systems to safeguard against unauthorized access and potential threats.
- Installed, configured, and tested **hardware and software components**, ensuring seamless compatibility and optimal system performance.
- **Tracked and maintained IT assets**, ensuring timely repairs, replacements, and upgrades to support new software requirements.

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- 17/06/2025 (1 year 10 months)

Duties/Responsibilities

- Provided **first- and second-line IT support** for a domain environment with **700+ users across 200+ branches**, addressing hardware, software, and network-related issues.
- Supported **Delfin, CBS (in-house banking), Acpas, Nupay website, and Nupay terminals**, troubleshooting login failures, transaction processing errors, and connectivity issues.
- Installed and configured **new Delfin rollouts** by running **IBExpert scripts**, ensuring smooth implementation across multiple branches. Maintained and troubleshoot **Delfin system performance issues**, ensuring stability and functionality for end users.
- Assisted users with **Nupay website login and payment processing issues**, troubleshooting **network and browser compatibility problems**, and escalating unresolved issues to the vendor.
- Diagnosed and resolved **hardware and software issues on Nupay terminals**, including **failed transactions, network connectivity failures, and card reader malfunctions**.
- Deployed and configured **new desktop and laptop systems** across various branches, ensuring compliance with organizational standards and security policies.
- Assisted in **hardware refresh projects**, replacing outdated PCs and upgrading software applications to improve system performance.
- Executed **database updates and system patches** for Delfin using **IBExpert scripts**, ensuring smooth software functionality and user access across branches.
- Installed and maintained **wired and wireless network infrastructure**, including - **CAT5e/6 cabling** for structured networking across branches, **Patch panel installations** and terminations, **Network cabinet mounting and organization**, including **switches, routers, and firewalls**.
- Installed **Sophos firewall devices** following vendor specifications, ensuring correct power, cabling, and network integration.
- Provided **DNS and VPN troubleshooting** to assist users with **remote access issues, IP conflicts, and connectivity failures**.
- Installed and configured **Hikvision CCTV systems**, including - **Mounting cameras** and running structured cabling, connecting, and configuring **DVR/NVR systems**, troubleshooting **camera feed issues, power failures, and network connectivity problems**.
- Diagnosed **hardware failures** on desktops, laptops, and IT peripherals, performing **component replacements (HDDs/SSDs, RAM, power supplies, network adapters, and peripherals)** to restore functionality.
- Provided **end-user support** both remotely and on-site using tools like **VNC, Awesun, Splashtop**.
- Troubleshoot **software, printer configurations, and network access issues**, ensuring minimal downtime for users.
- Monitored **Manage Engine helpdesk**, prioritizing incidents, escalating complex issues, and ensuring **SLA compliance**.
- Maintained up-to-date **IT hardware/software inventories** and documented system installations, configurations, and troubleshooting procedures.
- Assisted in **email account management** (POP3 and Exchange), setting up new users, troubleshooting **mailbox access**, and handling password resets.
- Documented standard **IT procedures and troubleshooting guides** for use in the organization's **knowledge base**.
- Minimizing IT expenses to stay within budget.

KNOWLEDGE AND COMPETENCIES

- **Operating Systems:**

Windows 10/11, Windows Server (2012–2019), Linux (Ubuntu, CentOS), macOS

- **Hardware Support:**

PC/Laptop Repair & Imaging, HDD/SSD Replacement, RAM Upgrades, BIOS/UEFI, Printer Troubleshooting, Diagnostics Tools, Patch Panels, CCTV Installation (Hikvision, Dahua)

- **Networking:**

TCP/IP, DHCP, DNS, NAT, Subnetting, VLANs, VPNs, Wi-Fi Setup & Troubleshooting, CAT5e/6 Cabling, Switch & Router Configuration, Firewall Setup (Sophos, pfSense), Network Cabinet Mounting

- **Cloud & Virtualization:**

Microsoft Azure (Basic), SharePoint, Hyper-V, VirtualBox

- **Software & System Administration:**

Microsoft 365, Active Directory, Group Policy, Remote Desktop (RDP, VNC, TeamViewer, AnyDesk), Antivirus Tools (Sophos, Bitdefender), Mimecast, SAP, Moats

- **Security & Compliance:**

BitLocker, MFA Setup, User Access Controls, Endpoint Protection, Patch Management, Security Awareness Support

- **Scripting & Automation:**

PowerShell (Basic), Bash, Python (Basic), Batch Scripting

- **Programming & Development:**

HTML, CSS, JavaScript, C#, Java, Python, SQL, ASP.Net, Visual Studio

- **Database & ETL:**

SQL Server, MySQL, IIS, SSMS, ETL Processes, SSIS (SQL Server Integration Services)

- **Digital Forensics:**

Evidence Preservation, File Recovery, Audit Trail & Log Analysis, Chain of Custody, Basic Incident Response

- **Email & Communication:**

Microsoft Exchange, Outlook (POP3/IMAP), Shared Mailboxes, Email Signatures, Zoom, Teams, SIP Phones

- **Mobile Device Management (MDM):**

Android/iOS Configuration, Mobile Security

- **Backup & Recovery:**

Windows Backup, RAID Configurations, Disaster Recovery

- **Ticketing & Monitoring:**

ManageEngine, ServiceNow

- **Deployment & Utilities:**

Wireshark (Basic), Windows Imaging, Asset Tracking Systems

- **Business Intelligence & Analytics:**

Business Intelligence Concepts, Data Visualization, Base SAS, Data Extraction & Analysis

- **Project Management:**

Traditional & Agile Methodologies, JIRA Boards, Basic SCRUM

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 behaviour 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.

Professional Summary:

I am a highly motivated and intellectually curious IT professional with a BSc in Information Technology from North-West University. I bring a strong foundation in system development, database design, web technologies, information security, and networking. With hands-on experience in IT support and data analytics, I thrive in dynamic environments where I can troubleshoot, innovate, and deliver reliable solutions. Known for being dependable, organized, and adaptable, I excel at working collaboratively across diverse teams and cultural backgrounds. My passion for technology drives continuous learning, and I am committed to delivering high-quality work while expanding my technical expertise. I seek opportunities that challenge me to grow professionally and allow me to make a meaningful impact through practical and scalable IT solutions.

HOBBIES AND INTERESTS

- Photography (Adobe Photoshop enthusiast)
- Videography (Wondershare Filmora enthusiast)
- Website Development
- Music Production (FL Studio, Virtual DJ)

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: Jaco Sollberger
Designation: IT Manager
Company: Finbond Mutual Bank
Contact Number: 083 656 3446