

# MOLEBALENG HOPEWELL MAOME

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English 🗣️



## PROFESSIONAL SUMMARY

Dedicated and customer-focused IT Support Agent with a strong background in troubleshooting hardware, software, and network issues. Skilled in providing technical assistance, diagnosing system problems, and ensuring seamless IT operations for end-users. Adept at resolving technical issues efficiently while delivering excellent customer service.



## WORK EXPERIENCE

### WhatsApp IT Support Agent | Afrihost ISP

Mar 2024 – Current

- Troubleshooting DSL, Fibre and Mobile Broadband Services, Voice Services, Web Hosting, Fixed Line Services (Installations, Faults, etc).

### Network Support Technician | Broadvision Technologies (MTNSA)

Feb 2023 – Jan 2024

- Field Support Technician.
- Provide Cisco & Huawei router support.
- Install VOIP Phones To maintain communication with clients and show ongoing interest in the operation.
- To complete a daily / weekly log of all activities.
- Quality control in respect of all work completed To constantly monitor and action helpdesk tasks.
- Manages and monitors system operations.
- Manage projects and systems.
- General all round admin support.

### Mobile and Web Developer Intern | Codetribе (MLABSA)

Jan 2022 – Feb 2023

- Learn to develop applications and code software applications to adhere to designs that support business requirements for external customers, Also write requirement specifications and design documents for a variety of development tasks including feature development, database design and system integration.



## EDUCATION

**Information Technology | Tshwane University of Technology**

Completed 2017

**National Senior Certificate | Tembisa High School**

Completed 2007



## ATTRIBUTES & COMPETENCIES

- Excellent communication
- Work well under pressure
- Planning and organizing
- Self-motivated and team player
- Reliable
- Interpersonal skills
- Professionalism
- Collaborative
- Highly motivated and reliable
- Strong analytical and problem-solving skills
- Able to relate easily and effectively with managers, clients and colleagues
- Adaptive
- Proficient in Microsoft Office



## REFERENCES

- **Elvirna Francke**  
Afrihost ISP  
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- **Vukona Mnisi**  
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