Le Tezz Khan

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PROFESSIONAL SUMMARY

IT Support Consultant with more than 6 years of practical experience providing prompt, dependable, and user-centered Tier I enterprise support in hybrid cloud and endpoint settings. Skilled at addressing complex technical issues, streamlining processes, and helping users through clear communication. Has significantly reduced ticket backlog, improved service quality, and supported the development of internal knowledge. Recognized for a strong focus on customers and a commitment to ongoing improvement and learning in technology.

EXPERIENCE

Ricoh Europe | Sept 2025 – Present
Automation Team | Internship (Concurrent with Current Role)

- Collaborate on designing and implementing automation solutions to improve operational efficiency and reduce repetitive tasks.
- Develop scripts and integrations using Python, PowerShell, JavaScript, Bash, VBA, SQL.
- Work with platforms such as ServiceNow, ManageEngine, Azure, GitHub, and task orchestrators to streamline enterprise workflows.
- Build and enhance Generative AI pipelines, RAG frameworks, and automation workflows with safety guardrails and monitoring solutions.
- Contribute to system integration, data ingestion, and pipeline development for predictive and forecasting models.
- Apply Agile methodologies, driving continuous improvement and innovative approaches to automation.

Ricoh Europe | Apr 2025 – Present
Senior Technical Customer Support – Tier I

- Escalation points for Tier I agents; assist with advanced troubleshooting and queue management.
- Provide support across Microsoft 365, Azure, SharePoint, Exchange Online, and Citrix VDI.
- Manage complex technical issues: VPNs, networking, and access.
- Lead KCS practices and create/review internal knowledge articles.
- Ensure SLA compliance and quality across tickets, calls, and satisfaction metrics.

Ricoh South Africa | Jun 2021 – Mar 2025
Technical Customer Support Consultant

- Provided Tier I support to 1,000+ users across major SaaS platforms.
- Managed account access, permissions, and deployments via AD, Azure AD, and Google Workspace.
- Reduced access issues by improving VPN/networking support and documentation.
- Administered Microsoft licensing and endpoint security.

Ricoh South Africa | Apr 2020 – May 2021
HR Administrator

- Handled onboarding/offboarding, HR data management, and employee case resolution.
- Coordinated benefits, payroll support, and disability accommodations.

- Monitored HR metrics and reported trends to leadership.

Ricoh South Africa | May 2018 – Mar 2020
Temp HR Administrator

- Delivered core HR admin functions including SuccessFactors updates and audit compliance.

Altron People Solutions | Apr 2018 – Apr 2019
Business Administration Learnership

- Supported internal teams with document control, scheduling, and communication.

New Generation Mindset | Nov 2017 – Feb 2018
Learnership: Marketing Research Assistant

- Collected market data and increased engagement through analysis.

Altron People Solutions | Feb 2017 – Feb 2018
End-User Computing Intern

- Delivered front-line IT and helpdesk support to end users, resolving 100+ support requests monthly with high satisfaction ratings.

Ceil Nurse | Feb 2016 – Jan 2017
Learnership

- Performed administrative support duties, ensuring smooth office operations.

EDUCATION

Impactful • National Certificate: Business Analysis Support (NQF 5)

National Certificate: Business Analysis Support (NQF 5)

Richfield Graduate Institute of Technology • Diploma in IT (NQF 6)

Diploma in IT (NQF 6)

MICT SETA • National Certificate: End User Computing (NQF 3)

National Certificate: End User Computing (NQF 3)

Hope School • National Senior Certificate

National Senior Certificate

SKILLS

Cloud & Infrastructure:
Microsoft 365 (Exchange Online, SharePoint, Purview, Admin Center) | Azure AD | Active Directory | Citrix VDI | F5 VPN | SonicWall | DNS | DHCP

Security & Access:

Identity & Access Management (IAM) | RBAC | MFA | Okta | TrendMicro Endpoint Security

End-User Computing & Support:
Desktop & Laptop Support | EUC Environment Management | Preventative Maintenance | SLA Management | Incident & Problem Resolution | ServiceNow

Analytics & Reporting:
Excel (SLA & Trend Reporting) | Knowledge Article Authoring | Documentation & Compliance Support

Collaboration & Productivity Tools:
Google Workspace | Salesforce | DocuWare | SuccessFactors | Adobe | WordPress | cPanel

Collaboration & Web Tools:
WordPress | cPanel | Microsoft Partner Portal

Soft Skills:
Team Leadership | Process Improvement | Effective Communication | Customer-Centric Support

CERTIFICATION

Axelos ITIL 4 Foundation | PeopleCert
HDI Support Centre Analyst | Asseco Academy

SELF-LEARNING COURSES

- ServiceNow IT Leadership Professional Certificate – LinkedIn
- AWS Educate: Cloud 101 & Intro to Generative AI – AWS
- Introduction to Data Science – Cisco
- Cybersecurity Fundamentals – IBM SkillsBuild
- Google IT Support Specialization – Coursera
- Credly profile: https://www.credly.com/users/le-tezz-khan

KEY ACHIEVEMENTS

- Cut ticket backlog by 75% through better triage and process improvements.
- Created and maintained more than 50 internal knowledge articles, raising self-resolution rates by 35%.
- Handled ServiceNow CI standardization, reviewed over 500 items, and made reporting 30% more accurate.
- Received the CEO Choice Award for leadership and new ideas.
- Promoted to Senior Technical Support and chosen as KCS Coach.