

FRANS JOHANNES

IT TECHNICIAN

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OBJECTIVE

Highly skilled computer technician with over 5+ years of experience hoping to advance my career further in Information Technology and enhanced my skills further. Furthermore seeking a position as a technician so I can apply my knowledge of computers to install and repair computer networks and systems.

EXPERIENCE

Jul 2019 - Dec 2022

IT Technician – Contract – King's PC Repair Store

Assistant IT Technician – Contract – Incredible Connection George

June 2020 – July 2020

Serve as the first point of contact for users and customers seeking technical assistance in person or remotely and answering questions on basic technical issues, offer solutions, troubleshooting, configuring, installing and determine the best solutions on computer related issues and details provided by customers. Maintain computer and manual filing systems and identify possible improvements. Scheduled and coordinate routes, appointments and travel arrangements for technicians.

ONLINE COURSES: LINKEDIN AND UDEMY

IoT Foundations Fundamentals - IT Service Desk Customer Service Fundamentals – Windows Server 2012: Installation and Configuration, Windows Server 2012: Create and Manage Group Policy – Windows Server 2012: Install, Configure, and Administer Active Directory – Ethical Hacking for Beginners – CCNP ENCOR (350-401) – Linux for Network Engineers: Practical – CCNA (200-301) – Python Network Programming for Network Engineers

REFERENCES

Frikkie Pinyana [Field Manager at Unilever] – 078 800 3119

Jerome Rossouw [Field Manager at PepsiCo] – 082 812 5691

Theresa Boezak [Branch Manager at Shoprite] – 071 298 7090

EDUCATION

IT Academy
Cape Town, Western Cape

Relevant Coursework:

CompTIA A+ [220-1001/1002],
CompTIA N+ [N10-007], CompTIA
Server+ [SK0-004] and CompTIA
Security+ [SY0-501]
Wireless Networking
Database Management Systems
IT Technical Foundations
Networking and
Telecommunications

KEY SKILLS:

- CUSTOMER SERVICE
- TIME MANAGEMENT
- PROBLEM SOLVING
- ADAPTABILITY
- MS OFFICE PROGRAMS
- MULTITASKING
- IT TROUBLESHOOTING
- OPERATING SYSTEMS
- COMPUTER DIAGNOSTICS
- ONSITE & REMOTE TECHNICAL SUPPORT
- COMPUTER HARDWARE SYSTEMS & COMPONENTS