Tiishetso Mogoboya in®

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Professional Summary

I am a data science student with 1 year and 5 months of experience in technical support. Currently interning in a helpdesk, merging analytical skills with hands-on IT expertise, and eager to bridge data science and tech support.

Technical Profile

- Microsoft Power BI
- Microsoft Office
- Microsoft Windows 10/11
- Office 365
- Apple MAC Support
- Printer Management and Maintenance
- Remote Desktop Management Systems
- Desktops and Laptops (Lenovo and Dell)

- Power Bi (Data Transformation, Visualization and DAX included)
- MYSQL (Optimization, Database Design and Management)
- Jupyter Notebook
- PL\SQL
- Excel / Google Sheets
- C++
- Python
- PHP

Work History

Meridian Wine Merchants – Information Technology Intern (August 2023 – Present)

Duties

- Maintain current software licenses and patch applications to stay up to date with latest features.
- Review system and network performance to make proactive adjustments based on established IT policies.
- Install and configure software and hardware.
- Gathered and translated project requirements and collaboratively worked to define scope and milestones.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Create user accounts and assign permissions.

- Printer maintenance
- Configured hardware, devices, and software to set up workstations for employees.
- Monitored system performance to identify potential issues.
- Installed and configured operating systems and applications.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Configured and tested new software and hardware.
- Broke down and evaluated user problems, personal expertise, and probing questions.
- Researched and identified solutions to technical problems.

Aegis Global – Technical Support Agent (October 2021 – October 2022)

Duties

- Fielded average of 40 calls per day inbound phone calls to deliver support and remotely resolve service issues.
- Wrote and reviewed tickets to request maintenance to various types of equipment.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Resolved issues with systems and telephone quickly and accurately.
- Walked individuals through basic troubleshooting tasks.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Resolved 30 plus technical support inquiries per day.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Configured and tested new software and hardware.
- Helped streamline repair processes and update procedures for support action consistency.

Oktiq-Iot – Software Development Intern (March 2021 – March 2022)

Duties

- Implemented user authentication and authorization features for secure access.
- Integrated a dynamic content delivery system to facilitate course uploads, updates, and removals.
- Leveraged CodeIgniter to implement a structured and modular MVC architecture.
- Utilized PhpMyAdmin for efficient database management and organization.
- Developed dynamic functionalities and features using PHP in Visual Studio Code.

Education

Explore AI Data Science Program (May 2023 – In Progress)
Modules Completed:
- Spreadsheets (Google sheets / Excel) - data manipulation, visualization
- MYSQL - data manipulation, relational database design, query optimization
- Power Bi - visualization, manipulation, transformation

Tshwane University of Technology (January 2017 – December 2021)
Modules completed:
- Major: Programming (PL/SQL, C++, PHP, HTML), Project Management, Data Analysis, Information Systems, Leadership Skills, Databases (Read, Create, Update and Delete)
- Minor: Computer Support (Hardware and System) A+ textbook, networking N+ textbook, Cisco

References

Meridian Wine Merchants
Nitesh Otham (Trainer)
0828868258

Meridian Wine Merchants
Brett Hammond (IT Infrastructure Manager)
0825635025

Aegis Global
Tshiamo Masenya (Trainer)
0737678853

Aegis Global
Gift Maganye (Trainer & Manager)
0720245608

Oktiq-Iot
Siyanda Majozi (Manager
0780704148