

# Tinyiko Maluleke

Tech Officer: Customer Engineer 2

Midrand

+27 12 848 0495



+27 79 120 2090



Tinyikor.Maluleke@gmail.com



## ABOUT

Experienced Tech Officer: Customer Engineer 2 with strong background in the installation and maintenance of software and hardware. Trained to deliver an exceptional level of customer service in IT support. Ready to take ten-plus years in the field to repair, modify, install, and advise in the management of software and hardware.

## EDUCATION

- |   |                    |  |
|---|--------------------|--|
| ➤ <b>NCIT Software Development</b><br>Umuzi Academy | Oct 2021 - Current |  |
| ➤ <b>ITIL V4 Foundation</b><br>Secudac              | Oct 2019           |  |
| ➤ <b>Cysa+</b><br>Torque IT                         | Sept 2019          |  |

## EXPERIENCE

- |  |                     |  |
|--|---------------------|--|
| ➤ <b>Tech Officer: Customer Engineer 2</b><br>BCX  | Jul 2009 - Current  |  |
| <ul style="list-style-type: none"><li>• Answer and troubleshoot telephonic queries, e-mails, and other media interactions for customers</li><li>• Use the provided logging systems to log all calls depending on the type of calls</li><li>• Provide help-desk support to end-users of proprietary software</li><li>• Configure printer on the network to users</li><li>• Do proper troubleshooting to get to the root cause of a customer's problem</li><li>• Unlock the accounts and password reset on Active directory</li><li>• Remote assistance and remote desktop support</li><li>• Installation of software</li><li>• Setting up the e-mail accounts</li><li>• Good quality of escalations to 2nd level support for resolution</li></ul> |                     |  |
| ➤ <b>Call Centre Agent</b><br>SITA   | Sep 2006 - Jun 2009 |  |
| <ul style="list-style-type: none"><li>• Logging calls concerning social Grants &amp; Fraud, Batho Pele Services and SASAMS</li><li>• Checking the status of social grant application, that is the application of social grant had been approved or not if not checking the underlying reason</li><li>• Handling queries and correspondence</li><li>• Resolving customer's complaints</li><li>• Dealing with complaints about poor service delivery</li><li>• Do 1st line support on SASAMS (Schools Administration and Management System)</li><li>• Assign calls to technician on site</li></ul>   |                     |  |

## Skills

