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| 2019 Fleurhof, Johannesburg  Extension 24,  1709 | **THEMBINKOSI NGWENYA** | 079 906 8966/ 073 881 0643  [Themba175@gmail.com](mailto:Themba175@gmail.com)  9212256430085 |

**EDUCATION AND TRAINING**

**Institution: P.C training and business college**

Qualification: **Diploma in information technology**

Subject Information systems

Java

Visual Basic

Database Systems

IT group management

Networks

Quantitative techniques

Business Communication

HTML (web design)

E-commerce

**Institution: Bytes People Solutions, Midrand**

Duration: 1 year

Qualification: **National Certificate in Information** **Technology:** Systems Development NQF Level 5 SAQA ID 48872

Subjects: Personal Development

Gathering Techniques

Database Design (SQL Server 2005)

Visual Basic.Net 2005

ASP.NET

ADO.NET

JAVA

Training: 4 months

Workplace Experience: 8 months

**High School Attended: Afro Kombs College**

Qualification: **Matric**

Year obtained: 2008

Subjects: Methametics

Physical Science

Geography

Life Sciences

Life Orientation

Isizulu

English

**Company Name Accsys (Pty) Ltd**

Duration January 2018 - To Date

Position Held Time and Attendance Onsite Support Consultant

Reason for leaving Current Employer

**Duties and Responsibilities**

Provide Support Centre assistance for software and technical matters to clients, according to

Deal with client queries

Log calls and follow up discussions on CRM system

Provide on-site support

Provide on-site systems maintenance

Testing of the software

Install and configure software using SQL Technologies.

Respond to e-mail and telephone support requests.

Capture details of each support request in V-tiger ticketing system.

Help test fixes provided by development and incorporate them into client sites.

Analyse each support request for root cause, determine if the issue could be prevented by changes in the software or business processes, and outline change recommendations.

Remotely connect to users computers, determine minimal use-case to recreate issue, solve issue if possible or provide concise details to development for further analysis and resolution.

**WORK EXPERIENCE**

**Company Name Intervid Africa**

Duration: May 2017 - December 2017

Position Held **Time and Attendance Product Specialist**

Reason for Leaving Division Closing Down

**Duties and Responsibilities**

Attending to client support and call escalations

Scheduling of technical resources

Maintenance of client SLA/MLA agreements

Software installation and configuration (Portal and Time Keeper)

Access control hardware installation and configuration

New product implementation and development

Systems implementation and onsite support

Assist in the setting up of technical, training and marketing documentation for Time Keeper and Portal softwares.

Research and development in the evaluation of new technologies within the Time Management Solutions industry.

Consulting, system implementation, support and training on and off client sites

Test new custom programs and implement at clients

Do full blueprinting analysis at prospective new clients to understand Workforce manager rules and policies

Testing of new released products

Doing the UAT (User Acceptance Testing) to see if the software was correctly setup.

**Using SQL Technologies to achieve the below:**

Configure the system as per the client `s requirements.

Add and remove unwanted clockings.

Removing old data.

Extraction of employees and clockings information.

Updating tables as per the client `s requirement.

Analysing and extraction of information.

**Company Name Accsys (Pty) Ltd**

Duration May 2015 –April 2017

Position Held Time and Attendance Onsite Support Consultant

Reason for leaving Company Relocation

**Duties and Responsibilities**

Provide Support Centre assistance for software and technical matters to clients, according to

Deal with client queries

Log calls and follow up discussions on CRM system

Provide on-site support

Provide on-site systems maintenance

Testing of the software

Install and configure software using SQL Technologies.

Respond to e-mail and telephone support requests.

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Analyse each support request for root cause, determine if the issue could be prevented by changes in the software or business processes, and outline change recommendations.

Remotely connect to users computers, determine minimal use-case to recreate issue, solve issue if possible or provide concise details to development for further analysis and resolution.

**Company Name**  **SalesRehab Pty Ltd**

Duration: March 2013 –April 2015

Position Held System Administrator/Software support Administrator

Reason for leaving Career growth and Development

**Duties and Responsibilities**

All functional / system testing on the Salestracker Application which included:  
Test planning  
Test case definition   
Defect management  
Identify and analyse problems and report or escalate appropriately

Project Administration which includes:  
Preparation and sending of all formal client communication regarding project issues  
Task identification & delegation  
Team status report

Prepare training material / collateral

2nd Line Support:  
Identification of issues  
Logging of issues  
Troubleshooting and problem solving of support issues  
Escalation of support issues  
CRM Configuration

Providing Advanced Excel application support to all the users.

Resolving Advanced Microsoft excel application issues.

Adding new users to the Microsoft Excel application.

Creating the reports using the Microsoft excel application.

Applications Training.

**Providing CRM application training to all the users.**

-Training includes:

Adding the user to the CRM system.

Adding the user to the reports.

Providing a full day ` s one on one training to all the new users added on the system,

**Providing the Go Getter Excel application training to all the new users**.

-Training includes:

Adding the user to the CRM system.

Adding the user to the reports.

Providing a full day ` s one on one training to all the new users added on the system,

End User support and Software support using the following techonologies:  
Atlassian JIRA  
Update Helpdesk Inventory (JIRA) data and tracking system to reflect status

Project Administrator

Team Status gathering and capturing,

Task identification and delegation.

Task Management and planning.

Timeline management and escalation.

Send out communication emails to clients,

Send out status dashboard to clients

Compile and Send Monthly Support Reports

**Company Name:**  **TSPIGROUP**

Duration: March 2012 - January 2013

Position Held: System Administrator/Software support Administrator

Reason for leaving: Company Changed Name to **SalesRehab Pty Ltd**

**Duties and Responsibilities**

All functional / system testing on the Salestracker Application  
Project Administration

2nd Line Support  
End User support and Software support using the following technologies.

Atlassian JIRA  
Update Helpdesk Inventory (JIRA) data and tracking system to reflect status

Project Administrator:

Team Status gathering and capturing,.

Task identification and delegation.

Task Management and planning.

Timeline management and escalation.

Send out communication emails to clients,

Send out status dashboard to clients

Compile and Send Monthly Support Reports

**Company Name:**  **Sahara Computers**

Position Held: **Computer Technician intern**

Duration: October 2010 - January 2011

Reason for Leaving: Internship Contract Expired

**Duties and Responsibilities**

Desktop & notebook assembling

First Quality Control (Notebook & Desktop)

Second Quality controlling (Notebook & Desktop)

Fault Finding   
Faulty report  
Fixing fetch and Repair Desktop & Notebook Troubleshooting   
Upgrade Hardware: Downgrade and upgrade Software  
Troubleshooting   
Repairs & Replace Desktop and notebook   
Installing Software (Win XP, VISTA and WIN 7)

**CONTACT REFERENCES**

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| **Name:** | **Charles Kekana** |
| Position: | Manager / Production supervisor |
| **Company:** | **Sahara Computers** |
| Contact Nr: | 072 905 8515 |

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| **Name:** | **Isaac Ledwaba** |
| Position: | System Developer |
| **Company:** | **TSPI GROUP** |
| Contact Nr: | 079 037 4720 |

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| **Name:** | **Veronica Malebye** |
| Position: | Support Consultant |
| **Company:** | **SalesRehab Pty Ltd** |
| Contact Nr: | [071 551 5942](tel:071%20551%205942) |

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| **Name:** | **Katlego Sekgobela** |
| Position: | Onsite Time and Attendance Consultant |
| **Company:** | **Accsys Pty Ltd** |
| Contact Nr: | 071 202 4992 |