



LIONHEL ISRAEL NDALU

IT | LIONHELNDALU@GMAIL.COM | 0812074074

OBJECTIVE

To apply for a position that will suit and is tailored to my specific skills and strengths.

SKILLS

Leading, co-ordinating tasks, assigning roles and duties, taking charge of any project, these have always been what I do – I believe I am a born leader, and I always accomplish what I set out to do, regardless of the challenges and difficulties.

Computers, setting up network parameters, creating firewall rules, repairing devices, troubleshooting devices and software, programming, coding, and being paranoid about IT security, these are what make me an efficient IT support technician. Not only that, but also passionate about technology and its many wonders.

These assortments of skills make me the best candidate for the job because I lead and I do the work, setting myself as an example.

EXPERIENCE

CUSTOMER SUCCESS ASSOCIATE • QCONTACT • MARCH 2023 – PRESENT

Provided first line support to all clients across multiple channels (WhatsApp, Support Tickets/Email, Telephone/Video Conference, etc). Assisted clients with onboarding onto the QContact platform as part of the Post-Sales process. Assisted clients with QContact platform configuration and customisation. Developed chatbots and bots for client usage.

IT CONSULTANT • SELF-EMPLOYED • MARCH 2022 - PRESENT

Managing clients' IT infrastructure, i.e., PC setup and configuration, troubleshooting of devices and printers, installing, and maintaining Office 365, remote support via AnyDesk and TeamViewer and monitoring of servers. Setting up and managing Mimecast, as well as Gateway policies.

IT SUPPORT • PATHER AND PATHER ATTORNEYS INC • JAN 2020 – FEB 2022

Setting up new and old PCs, installing Office 365, antivirus, and managing Office 365, and Microsoft Azure, as administrator. Troubleshooting PCs, installing of miscellaneous desktop applications, configuration of emails and managing Mimecast for email security. Setting up users on Active Directory in Microsoft Server 2016, implementing group policies to ensure compliance with work policies. Setting up printers, troubleshooting same on users' side. Setting up third party network/cloud-based telephones, i.e., 3CX, routers and modems. Offering remote support via AnyDesk and TeamViewer for users working from home. Creating Excel reports on budgets. Developing timesheets on Excel for employees. Developing automation system for debt collecting using SQL and UiPath.

EDUCATION

HIGHER CERT IN BUSINESS • 2022 • IIE VARSITY COLLEGE

Accounting, Business Management and Administration, Digital and Academic Literacies, Introduction to Quantitative Thinking and Techniques, Work Integrated Learning, Project Management, Accounting Software (Sage One).

GENERAL EDUCATION DEVELOPMENTAL TEST • 2018 • ONLINE PREP GED

This is equivalent to the South African NSC, as per SAQA. List of subjects were, Mathematical Reasoning, Science, Social Studies, Reasoning Through Language Arts.

VOLUNTEER EXPERIENCE OR LEADERSHIP

As part of the VC Cares Committee, I assisted in the repainting of a disadvantaged school. I was also part of a group of volunteers that helped feed a school for Mandela Day.

As part of a second semester module, Work Integrated Learning, I have been leading and directing a project that has required the students to start-up a business, create a business plan, etc.

As part of the Project Management module, I have familiarised myself with Microsoft Project and other PRM programs quite efficiently.



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REFERENCE

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