

ANDILE SMITH

📍 House 6737, Adam Namakola Street, Vergenoeg, Kimberley, 8345

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CAREER SUMMARY

Dedicated **IT Technician** with hands-on experience in **technical support, system maintenance, and network administration**. Skilled in diagnosing and resolving hardware and software issues, performing system upgrades, and ensuring network reliability. Proficient with **Windows OS, Active Directory, and cybersecurity practices**. Recognized for strong **problem-solving, communication, and troubleshooting abilities**, with a focus on delivering responsive and effective IT solutions. Seeking to contribute to an organization's **technology infrastructure and user support excellence**.

KEY TECHNICAL SKILLS

- Hardware & Software Troubleshooting
 - System Installation, Configuration & Maintenance
 - Network Setup, Monitoring & Security (LAN/WAN, TCP/IP)
 - Active Directory & User Account Management
 - Windows OS & Microsoft 365 Administration
 - Data Backup, Recovery & Patch Management
 - IT Asset Management & Documentation
 - Cybersecurity Fundamentals & Threat Prevention
 - Customer Service & End-User Support
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PROFESSIONAL EXPERIENCE

ETDP-SETA — IT Technical Support Intern

Kimberley | May 2024 – Present

- Provided **technical support** for hardware, software, and network-related issues, ensuring minimal downtime for staff.
- Performed **system maintenance**, including diagnostics, software updates, and patch management to enhance reliability.
- Delivered **help desk assistance** through email, phone, and chat, resolving issues such as password resets and connectivity problems.
- Installed and configured **new hardware, printers, and peripherals**, ensuring optimal

performance and integration.

- Assisted in **network monitoring and system security**, ensuring compliance with organizational cybersecurity standards.
 - Supported **IT infrastructure projects**, including system upgrades, software testing, and basic cloud migration tasks.
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Tshwarelala Primary School — Education Assistant

Kimberley | January 2021 – March 2021

- Assisted teachers with classroom preparation, technology setup, and learning resource organization.
 - Supported **administrative and data management tasks**, improving efficiency in recordkeeping and infrastructure tracking.
 - Ensured adherence to **COVID-19 safety protocols**, maintaining a safe and compliant learning environment.
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Tshwarelala Primary School — COVID-19 Screener

Kimberley | June 2020 – December 2020

- Conducted **daily health screenings** for staff, students, and visitors to ensure compliance with safety procedures.
 - Recorded screening data and maintained accurate compliance registers for management reporting.
 - Coordinated with health officials for referrals of symptomatic individuals and ensured safety equipment availability.
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Incredible Connection — Sales Representative

Kimberley | March 2016 – April 2019

- Assisted customers with **technical product information** and guided them on device setup and troubleshooting.
 - Supported **retail technology sales**, driving customer satisfaction through expert product recommendations.
 - Trained new employees on customer service and basic technical troubleshooting best practices.
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EDUCATION & TRAINING

KMS College

Skills Certificates — February–March 2024

- Artificial Intelligence Skills Programme
- Cyber Security Skills Programme
- Data Science Skills Programme

Advanced Technology Training Institute (ATTI)

Skills Certificate

- System Administration (A+, N+, Microsoft Server)
- Project Management (MS Projects)
- Office Application Specialist (Intro to Computers & MS Office)

Digify Bytes

Basic Digital Skills Programme

Grade 12 (National Senior Certificate) — 2011

Subjects: English, Afrikaans, Life Orientation, Business Studies, History, Mathematical Literacy, Geography

CERTIFICATIONS & LICENSES

- Code C1 Driver's License (2018)
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REFERENCES

- **Miss C. Du Plessis** — IC Store Manager | ☎ 076 384 2142
- **Mr. T.J. Makhosane** — Principal, Tshwarelala Primary School | ☎ 082 497 7547
- **Mrs. G. Gaborone** — Supervisor, Tshwarelala Primary School | ☎ 083 553 0972
- **Vanessa Willemse** — IT Mentor, Department of Education | ☎ 082 821 1880