

# 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**.

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## 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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### **Tshwarelela 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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### **Tshwarelela 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

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## 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, Tshwarelela Primary School | ☎ 082 497 7547
- **Mrs. G. Gaborone** — Supervisor, Tshwarelela Primary School | ☎ 083 553 0972
- **Vanessa Willemse** — IT Mentor, Department of Education | ☎ 082 821 1880