**DZHIVHUHO NETSHEDZO**  
9463 Ithusi Street, Nellmapius Ext 8, Mamelodi, Pretoria, 0122  
📞 060 944 3368 | ✉️ netshedzodzhivhuho06@gmail.com  
[LinkedIn](https://www.linkedin.com/in/netshedzo-dzhivhuho-162012224/) | [GitHub](https://github.com/netshedz)

**PROFESSIONAL SUMMARY**

Dedicated and detail-oriented IT Technician with hands-on experience in desktop support, hardware and software troubleshooting, network configuration, and user support. Proven ability to deliver reliable technical assistance in fast-paced environments. Familiar with IT infrastructure, remote tools, Windows environments, and helpdesk operations. Committed to maintaining system uptime and delivering efficient solutions.

**TECHNICAL SKILLS**

**IT Support & Infrastructure**

* Operating Systems: Windows 10/11, Windows Server (basic administration)
* Remote Support Tools: AnyDesk, TeamViewer, Remote Desktop, Dameware
* Software Support: Installation, configuration, updates, and patching of desktop applications and operating systems
* Hardware Support: Troubleshooting and repair of laptops, desktops, printers, scanners, and peripherals
* User Support: Tier 1 and Tier 2 support (in-person and remote), including user training and guidance
* User Account Management: Creating and managing user accounts, permissions, and desktop environments (Active Directory)
* Networking: Diagnosing and resolving basic LAN/WAN issues, DNS, DHCP, and VPN setup
* Telephony Systems: Configuration and support for VoIP systems (Yealink, gloCom), PBXware, and call routing
* Monitoring Tools: PRTG Network Monitor, Windows Event Viewer
* Ticketing Systems: Jira, Freshdesk — handling incidents within SLA and following escalation procedures
* Microsoft 365 Suite: Outlook, Teams, Word, Excel, OneDrive
* Security Practices: MFA implementation, antivirus management, password policies, endpoint security compliance
* Documentation: Logging issues, documenting resolutions, and creating knowledge base articles
* Communication: Clear interaction with technical and non-technical users to resolve IT issues efficiently

**Soft Skills**

* Strong problem-solving & troubleshooting
* Clear communication & teamwork
* Organized and detail-oriented
* Ability to prioritize under pressure

**EDUCATION**

**Bachelor of Science in Computer Science and Information Systems**  
University of Venda – Thohoyandou | Graduated: July 2022

**National Senior Certificate (Matric)**  
Miriyavhavha Technical Secondary School – Limpopo | Completed: December 2016

**CERTIFICATIONS**

* **Career Essentials in System Administration** (march-2025)
* **Fortinet Cybersecurity Training – Voimar** (Sep 2024)
  + Threat Landscape | Intro to Cybersecurity | FortiGate 7.4 Operator

**PROFESSIONAL EXPERIENCE**

**Desktop Support Technician**  
*IMAS Finance – Pretoria, Gauteng*  
**Dec 2022 – Nov 2023**

* Provided Tier 1 & 2 support for 100+ users across multiple departments
* Installed/configured Windows OS, Microsoft Office, and business software
* Diagnosed and resolved hardware, software, and network issues
* Managed user accounts and access permissions
* Maintained IT inventory and assisted with system upgrades and rollouts
* Created knowledge base articles and technical support documentation

**Networking & Cabling Intern**  
*Voimar Telecoms and ISP – Midrand, Gauteng*  
**september 2024 – Aug 2025**

* Supported VoIP systems and assisted with PBX configuration (Yealink, gloCom)
* Performed remote diagnostics using tools like PRTG and YMCS
* Assisted with on-site cable management and hardware installation
* Logged technical issues and contributed to process documentation

**REFERENCES**

**Ms. Cora Nxumalo**  
COO, Voimar Telecoms and ISP  
📞 082 602 7431

**Mr. Hanedzani Ramagoma Sylvester**  
IT Service Desk Manager, IMAS Finance  
📞 083 280 5129 | 012 674 7049