PABALLO MOLELEKI

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SUMMARY

Detail-oriented IT graduate with hands-on experience in desktop support, technical troubleshooting, and IT systems administration. Skilled in resolving hardware/software issues, maintaining IT assets, and delivering end-user support. Familiar with Windows OS, Office 365, and remote support tools. Known for excellent communication, a proactive mindset, and a customer-first approach. Eager to bring my technical skills and service commitment to a dynamic team environment.

WORK EXPERIENCE

IT Support & Front-End Developer, PKSH Consulting　　　　　**Sep 2025 - Aug 2025**

- Designed, maintained, and updated responsive websites, ensuring usability and cross-browser compatibility.
- Collaborated with teams to implement UI/UX improvements, enhancing site functionality and user experience.
- Provided remote IT support to staff, including system setup, configuration, troubleshooting, and software installation.
- Managed and resolved tickets through the support system, escalating issues when necessary.
- Performed daily patch management and routine maintenance to ensure system security and stability.
- Monitored and supported hardware/software performance, contributing to a reliable IT environment.

HelpDesk Support - Volunteer, African Leadership Academy　　　　　**Sep 2025 - Current**

- Provide first-line technical support to internal users via phone, email, and ticketing systems.
- Troubleshoot hardware, software, and network-related issues.
- Support user account administration tasks (e.g., password resets, access permissions).
- Escalate unresolved issues to appropriate IT staff in a timely manner.
- Maintain an inventory of IT equipment and help with asset tracking.
- Organise and file warranty documentation and instructional guides for computer hardware.
- Ensure that all systems, PCs, Printers and peripherals are kept up to date with the latest updates, firmware and patches.

EDUCATION

Central Univesity of Technology　　　　　**Feb 2021 - Nov 2024**

National Diploma in Information Technology

TECHNICAL SKILLS

- **Hardware & Software Support:** Windows OS, Printer Setup, Device Configuration
- **Productivity Tools:** Office 365, Microsoft Teams, Google Workspace
- **Support Tools:** Remote Desktop, Ticketing Systems, Patch Management
- **Soft Skills:** Troubleshooting, Communication, Time Management, Team Collaboration, Professionalism

ADDITIONAL INFOMARTION

- **Languages:** English, Sesotho, IsiZulu
- **Certificates:** IBM Cybersecurity Fundamentals (with Capstone Projects), AWS Cloud Computing Bootcamp, IBM AI Fundamentals (with Capstone Projects), IBM Cybersecurity Professional Certificate