Mbuyiseni Cele

IT Technician

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EDUCATION

Majuba Tvet College   **Newcastle, South Africa**
IT Technical Support level 4   *Jun 2023 –Sept 2024*

Phendukani Full Service High School   **Newcastle, South Africa**
National Senior Certificate   *Jan 2018 – Dec 2022*

EXPERIENCE

Madadeni Hospital   **Newcastle, South Africa**
IT Technician Support Intern   *Jun 2023 –Sept 2024*

- Delivered high-quality technical support, achieving a 95% first-contact resolution rate.
- Managed user accounts, performed system updates, and resolved network issues, enhancing operational efficiency.
- Assisted with the deployment and maintenance of IT equipment, streamlining hospital operations.
- Documented IT issues and solutions, improving knowledge sharing within the IT team.

Self-Employed   **Newcastle, South Africa**
Freelance IT Support Technician   *May 2024 – Present*

- Provided remote and on-site technical support, troubleshooting hardware and software issues.
- Optimized client network setups for secure and reliable connectivity.
- Conducted user training on software applications, increasing client productivity by 20%.
- Developed technical documentation for common IT problems, empowering clients with self-service solutions.

CERTIFICATES

- *IT Technical Support A+,N+*
- *Junior Cybersecurity Analyst*
- *Network Technician*
- *Job Readiness Training*

PROJECTS

BizTech Website   **Newcastle, South Africa**
My website   *Jun 2024-July 2024*

- A professional portfolio website showcasing skills in IT technical support and front-end development.
- Features a clean, interactive design to demonstrate technical proficiency and professional accomplishments.

ACTIVITIES AND LEADERSHIP

Self-Employed   **Newcastle, South Africa**
Freelance IT Support Technician   *May 2024 – Present*

- Provide remote and on-site technical support to clients, managing various IT issues.
- Conduct training to help clients improve their use of IT systems and software.
- Maintain strong client relationships, ensuring high satisfaction with services.

SKILLS

Technical Skills

- Network & Hardware Troubleshooting, Software/Hardware Installation, User Account Management ,IT Help Desk
- Programming (Python, JavaScript, HTML/CSS)
- IT System Security, Troubleshooting and Diagnostics

Soft Skills
- Effective Communication
- Time Management and Organization
- Problem-Solving and Critical Thinking
- Client Service and User Training

REFERENCES

F. Mahlangu
IT Technician, Madadeni Hospital
Supervisor
Phone: 0670024067

S. Mkhize
ICT Trainer / Coach, Majuba TVET College
Phone: 0849219848

T.Gamede
Quality Assurance Manager, Madadeni Hospital
Supervisor
Phone:0609885102