

Candidate name: Nompumelelo Msiza

Objectives

A highly competent and enthusiastic service desk analyst with experience of providing advice and assistance to system users via the IT service desk telephone system. Having exposure to a wide range of technologies. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

Education

National diploma in IT

Work experience

1. Data contrix

Service desk analyst

November 2017-present

Roles and responsibilities:

- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Take ownership of a call and seeing it through to closure.
- Escalating calls and issues where necessary to senior managers & team leaders.
- Investigating and implementing ways of reducing calls to the Help Desk.
- Ensuring that all call details are captured and entered in the logging software correctly.
- Answering & responding to all calls & requests within agreed time scales.
- Keeping customers updated as to progress.
- Call logging.

2. Zensar technologies

Software development

November 2015 to October 2016

Roles and responsibilities:

- Identifying areas for modification in existing program and developing these modifications
- Researching, designing, implementing, and managing software programs
- Testing and evaluating new programs
- Maintaining and upgrading existing system.

Skills and competences

Analytical skills

Customer Satisfaction

SQL

Software development

Time management

Customer service skills

Analytical skills