

# ITUMELENG MATHEBA

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## PROFILE

I'm an enthusiastic aspiring software developer with a background in technical support as an IT technician with just under 5 years career experience in LAN and Desktop support as well as IT Help Desk support. I have excellent organizational and problem solving skills. I work well in team Environments and exhibit a strong work ethic.

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## WORK EXPERIENCE

05/2014 - 03/2018

### LAN and Desktop Technical Support, Department Of Health.

Responsibilities:

- Actively assist clients with any computer related issues.
- Responsible for compiling monthly reports for calls logged and resolved.
- Responsible for establishing needs and procuring IT equipment for users in the hospital.

05/2018 – 12/2018

### Customer Care, Amazon World Wide Operations.

Responsibilities:

- Actively assist customers navigate the Amazon website for online shopping.
- Assist customers resolve any order issues.

07/2019 – 03/2021

### ESL Teacher, Cambly.

Responsibilities:

- Teach English as a foreign language to Asian students.
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**EDUCATION**

<b>Umuzi Bootcamp Upskilling Program</b> , Umuzi.	11/2020
<b>Certified as PC Technician</b> , Advanced Technology Training Institute(ATTI).	02/2013
<b>Matric</b> , Northern Academy High School.	12/2012
<b>TEFL certificate</b> , i-to-i.	07/2019

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**ADDITIONAL  
SKILLS**

Novice knowledge of JavaScript, Python, HTML and CSS.

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**REFERENCES**

References available on request