

Hetsron Junior Moretsane Phora

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Work Experience

IT Help Desk Technician

Restonic SA - Johannesburg, Gauteng January
2022 to May 2023

Gauteng
IT Help Desk Technician

Duties:
Desktop Support

- Answers, evaluates, and prioritizes logged requests for assistance from users requiring assistance with catalogue of services requests.
- Logs and tracks calls using incident and problem management database provided through the service desk.
- Handles problem recognition, research, isolation, resolution and follows up on routine user problems, referring more complex problems to the campus Senior ICT Support

Software and Hardware Installations and Support for Software and Hardware Installations

- Installed desktop and laptop computers for use with the relevant authorized software and completes the relevant documentation.
- Installed hardware and peripheral components such as monitors, keyboards, printers, and disk drives.
- Assisted with set up and support for venues or for training use.
- Conducted regular testing of the video conferencing and information technology equipment and fixes any problems with this equipment.

Information Technology Administrative Functions

- Liaised with service providers on information technology equipment and repairs and maintenance thereof.
- Administered assets by updating the hardware and software asset register that includes asset disposal.
- Administered licensing in the software license bank.
- Maintained the information technology storeroom, server room and office by keeping it neat and tidy and free of any health and safety risks.
- Trained and orients staff on use of hardware and software.

Finance Debtors Assistant

NCP Chlorchem - Johannesburg, Gauteng
March 2021 to December 2021

Gauteng
Debtors Finance Assistant

Duties:

Finance Debtors Assistant Resolve debtors' queries Collections of overdues Releasing of orders
Payment allocations from remittances Manage account limits & terms
Send out monthly client invoices & statements Onboarding of new debtors
The proper maintenance of client accounts & chasing records Assisting the controllers as well as the
finance manager

Data Capturer

Believer's Care Society - Johannesburg, Gauteng
December 2020 to February 2021

Data Capturer

Duties:

Daily capturing of food parcels
Ensuring food parcels are delivered to allocated homes Reaching the daily target of 250 Training
of new team members Ensuring data is up to date & accurate

NPO Support Technician

Believers Care Society - Johannesburg, Gauteng
January 2017 to December 2017

Believers Care Society NPO Support Technician

Duties:

Hardware components & hardware troubleshooting (desktop), Microsoft desktop operating systems &
desktop software,

Installing & configuring Microsoft office applications such as Word, Excel (Basic and Advanced),
PowerPoint, Access & Outlook

Troubleshooting all computer related equipment

IT Technician Assistant

Horizon High School - Johannesburg, Gauteng
2015 to 2016

Horizon High School IT Technician assistant

Duties:

Fixing of printers,

Connecting scanners and printers to computer groups, Marking of tests BA, Computer

systems and data capturing, System development,

Maintenance of all computer systems & data, Troubleshooting & configuring all computer critical systems,
Connecting WIFI router throughout the entire school

IT Technician GAAP

Chesa Nyama - Johannesburg,
Gauteng 2014 to 2015

Chesa Nyama Mulbarton IT Technician

Duties:

Assisted in the food & beverage point of sale system management (GAAP) front & back office Call
Accounting,

Fixing of scanners and printers.

Month end closures & running of month end management reports Installation & configuration of Microsoft OS,
word, excel, power point & access

General hardware & software installation & troubleshooting General troubleshooting on all IT related
equipment

Education

NQF6 in Financial Markets and Instruments

NoviaOne

January 2020 to December 2021

NQF5 in Finance in Banking

NoviaOne

January 2019 to December 2020

NQF5 in Microsoft Certified Professional

June 2017 to December 2018

NQF5 in MCSA

June 2017 to December 2018

NQF5 in MCSE

June 2017 to December 2018

NQF4 in End User Computing B

Believer's Care Society - Gauteng

March 2017 to May 2017

NQF3 in English

High School Vorentoe Matric - Johannesburg, Gauteng

January 2008 to December 2013

Skills

- Typing
- C#
- Software development
- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Access
- Microsoft Outlook

Certifications and Licenses

MCS

A

MCS

E

MCP

Software Development

Finance in Banking

Financial Markets and

InstrumentsEnd User Computing