

THULANI BAFANA GIVEN MPEHLE

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PROFESSIONAL SUMMARY

Results-driven Information Technology and Business professional with a National Diploma in IT (Business Applications) and extensive experience across administration, finance, helpdesk support, business analysis, and digital sales. Proven ability to manage systems, support clients, analyze business data, and contribute to revenue growth while maintaining operational efficiency. Strong analytical, organizational, and stakeholder management skills with a solid background in IT service management and business operations.

PROFESSIONAL EXPERIENCE

Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Atec Administrator | Financial Assistant | Part-Time External Digital Sales Personnel

February 2022 – October 2023

- Managed client subscriptions, activations, and reconciliations across internal systems.
- Coordinated installation, setup, and technical support requests between network and helpdesk teams.
- Assigned and tracked service tickets, ensuring timely resolution and compliance with SLAs.
- Updated financial records, prepared balance sheets, and supported audits.
- Managed accounts payable and receivable, stock booking, and budget documentation.
- Monitored network data sessions and escalated issues proactively.
- Identified and engaged potential clients, achieving and exceeding monthly sales targets.
- Developed reports and dashboards, customized templates, and exported system data.
- Liaised closely with clients to understand needs and deliver value-driven solutions.

Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Helpdesk Agent

December 2021 – February 2022

- Provided first-line IT support and customer service to clients.
- Logged, tracked, and resolved technical issues or escalated when required.
- Maintained accurate documentation and produced activity reports.
- Guided users through troubleshooting processes and ensured issue closure.

Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Atec Administrator

July 2021 – November 2021

- Administered client subscriptions and monitored network activity.
- Maintained installation, upgrade, and configuration records.
- Coordinated tasks between network, technical, and helpdesk departments.
- Compiled management reports and supported operational projects.

Yardrun (Pty) Ltd – Pretoria, Gauteng

Manager

April 2020 – July 2021

- Led daily operations, scheduling, and task assignments.
- Set performance goals, provided feedback, and motivated team members.
- Implemented organizational tools and ensured resource availability.
- Prepared operational documentation and reports.

Tshwane University of Technology Enterprise Holdings (TUTEH) – Pretoria, Gauteng

Residential Assistant & Data Capturer

January 2020 – March 2020

- Provided resident support and coordinated welfare services.
- Conducted data capturing, verification, cleaning, and reporting.
- Maintained records, ensured data security, and followed SOPs.
- Assisted with orientation sessions and resident engagement initiatives.

ICEP – Tshwane University of Technology (TUT) – Pretoria, Gauteng

Business Analyst

May 2019 – December 2019

- Conducted market and competitor analysis within the technology sector.
- Gathered and documented business and system requirements.
- Analyzed data using qualitative and quantitative techniques.
- Prepared business, utilization, and system reports for stakeholders.
- Collaborated with IT and finance teams to improve efficiency and revenue.
- Supported project management, testing, and system optimization initiatives.

EDUCATION

National Diploma: Information Technology (Business Applications)

Tshwane University of Technology

Completed: December 2019

NQF Level 6

Matric (Grade 12)

Soshanguve Secondary School

Completed: November 2014

NQF Level 4

KEY SKILLS

- Business & Data Analysis
 - IT Service Management & Helpdesk Support
 - Financial & Office Administration
 - Project Management & Planning
 - Customer Relationship & Stakeholder Management
 - Sales, Business Development & Negotiation
 - Problem Solving & Decision Making
 - Time Management & Ability to Work Under Pressure
 - Team Leadership & Collaboration
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TOOLS & TECHNOLOGIES

- Microsoft Excel, Word, Teams, Azure
 - Google Workspace
 - Sage 300, Pastel, Netcash
 - Datatill, QlikView
 - Visual Studio, Just In Mind
 - C#, Python
 - Amazon Web Services (AWS)
 - Cloud Computing & Network Infrastructure
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REFERENCES

Katlego Kweetsane – Team Leader, Atec Systems and Technologies (Pty) Ltd
Tel: 076 952 3676 | Email: katlego@atec.co.za

Delia-Ann Liebenberg – Manager, Atec Systems and Technologies (Pty) Ltd
Tel: 082 890 6751 | Email: delia@atec.co.za

Maggie Ledwaba – Project Manager, I-People
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