
Sibabalwe Mabentsela

Johannesburg

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PROFESSIONAL SUMMARY

Dedicated, results-oriented IT professional holding a NQF Level 4 qualification in Technical Support and a NQF Level 5 in IT - System Support. With proven hands-on experience in providing technical support within a professional medical environment. Specialised in hardware and software troubleshooting, Windows Operating Systems, network support, Active Directory, Microsoft Office 365, IT Help Desk support and system maintenance. Proven problem solving skills, adaptable and detail orientated with a dedication to offering a quality technical service. Looking for the right opportunity to join an organisation that will afford me the chance for continued professional development in the field of IT and System Support.

SKILLS

- Hardware & Software Troubleshooting
- IT Help Desk & Technical Support
- Windows Operating Systems
- Microsoft Office 365
- Active Directory
- Network Support & Configuration
- System Installation & Configuration
- User Account Management
- Computer Maintenance & System Updates
- LAN/Wi-Fi Networking
- IT Documentation & Reporting Problem

EDUCATION

Training Force

August-2025- July 2026

NQF Level 5 - System Support

- Troubleshooting
- Installing and configuring system
- Creating user document
- Identifying and resolving potential issues
- Documentation

**Belivers Care
Society**

2024

NQF Level 4 - Technical Support

- Computer hardware & software troubleshooting
- Microsoft windows installation & support
- Basic Networking (LAN/Wi-Fi configuration)
- Technical support & User Assistance
- System Maintenance and Updates
- Problem Solving and IT Support

**Lamplough Senior
Secondary School**

2021

Matric - Grade 12

WORK EXPERIENCE

IT- Intern

February 2026-July
2026

Charlotte Maxeke Johannesburg Academic Hospital

- Offered IT and technical support for end users in first line.
- Troubleshoots and solves problems related to hardware, software, printers, and connectivity.
- Installs, configures, and maintains computer hardware, software, and drivers.
- Provides LAN and network troubleshooting and connectivity support.
- Carries out troubleshooting, diagnostics, and basic fault resolution.
- Assists in system access and login problems.
- Monitors system performance and recognizes technical problems.
- Escalates complex technical problems to senior IT staff and tracks incidents.

Packer

February 2022-
December 2022

Abelanani Stationer Factory

- Accurately assembling customer orders
- Inspecting products for defects
- Using appropriate packaging materials
- Labelling packages

REFERENCES

- Mr K.Letsoale (Project Manager) Training Force | 0119746633
- Ms Z.K Mulaudzi (Floor Manager) Abelanani Stationer factory | 0116164754
- Mr T.Koch (Mentor) Charlotte Maxeke hospital | 0114883146/0833579694