

ONKABETSE ANDREW PRETORIUS

Gauteng, South Africa | 069 284 4560 | PretoriusAndrew96@gmail.com

PROFESSIONAL SUMMARY

Dedicated and motivated IT Support Technician with practical experience providing technical support, troubleshooting hardware and software issues, installing and configuring computer equipment, and assisting users with IT-related problems. Experienced in desktop, laptop, printer and peripheral support, Microsoft 365, Windows operating systems, basic network troubleshooting and IT inventory management. Strong problem-solving, communication and customer-service skills, with a genuine interest in IT infrastructure, networking, systems support and cybersecurity. Currently completing a Project Management qualification at South West Gauteng College, with expected completion in October 2026.

CORE IT COMPETENCIES

- IT Technical Support & Troubleshooting
- Hardware Installation & Configuration
- Computer Maintenance & Upgrades
- Microsoft 365 & Microsoft Office
- Basic Linux
- User / End-User Support
- System Maintenance
- Desktop & Laptop Support
- Software Installation & Configuration
- Printer & Peripheral Support
- Windows Operating Systems
- Network Connectivity Troubleshooting
- IT Inventory & Asset Management
- Data Capturing & Database Management

PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN | SERVICE DESK

City of Johannesburg – JD House | 2023 – 2025

- Provided first-line technical support to employees and assisted with resolving hardware, software and connectivity issues.
- Diagnosed and troubleshot desktop and laptop problems to restore normal operation.
- Installed, configured and maintained desktop computers, laptops, printers and other IT peripherals.
- Assisted users with software-related issues, system updates and general IT support.
- Assisted with basic network troubleshooting and connectivity problems.
- Supported software deployments, updates and user account-related activities.
- Performed computer maintenance, upgrades and hardware-related troubleshooting.
- Maintained accurate digital records, databases and information management systems.
- Assisted with IT equipment and inventory management.

TECHNICAL SKILLS

Operating Systems	Windows Operating Systems; Basic Linux
Microsoft & Productivity	Microsoft 365; Microsoft Word; Microsoft Excel; Microsoft PowerPoint
Hardware	Desktop & Laptop Maintenance; Hardware Installation; Computer Upgrades; Printer & Peripheral Configuration; Hardware Troubleshooting
Networking	Basic Network Maintenance; Network Connectivity Troubleshooting; Basic Networking Fundamentals
Software & Systems	Software Installation & Configuration; System Maintenance; User Support; Data Capturing; Database Management; IT Inventory Management

CERTIFICATIONS & IT TRAINING

- **Information Technology: Technical Support** — Mosadikago Polytechnic Institute (Completed)
- **Cybersecurity and Cloud Fundamentals** — Fortinet Institute (Completed)
- **Introduction to Cybersecurity** — Cisco Networking Academy (Completed)

EDUCATION

Project Management Qualification — South West Gauteng College (SWGC)

Expected Completion: October 2026

Grade 12 / Matric — Ikageleng High School

Completed: 2015

KEY STRENGTHS

- Strong troubleshooting and problem-solving ability
- Good communication and interpersonal skills
- Customer-focused approach to technical support
- Able to work independently and as part of a team
- Strong attention to detail
- Willingness to learn new technologies
- Able to work under pressure and meet deadlines
- Professional and reliable approach to work

REFERENCES

Colleen Ntsalong — City of Johannesburg | 0837027038