

KGOTSO MOKGADI PHALA CURRICULUM VITAE

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Objective	I AM A HARDWORKING, PASSIONATE AND DISCIPLINED INDIVIDUAL WITH A CONSISTENT WORK ETHIC. MOTIVATED BY CHALLENGES AND DRIVEN BY A STRONG DESIRE TO LEARN, DEVELOP AND SUCCEED IN A PROFESSIONAL ENVIRONMENT.
Experience	ITALK AGENT CALL CENTER2022 - 2022 >CONTACTED CLIENTS TELEPHINICALLY TO INFORM THEM OF NEW PROMOTIONS AND SERVICE OFFERINGS >ACCURATELY CAPTURE INFORMATION ON THE CRM SYSTEM, UPDATED CLIENT DETAILS, AND LOGGED ALL CLIENT INTERACTIONS. >CONDUCTED FOLLOW-UP'S CLIENT SATISFACTION SURVEY, AND CONFIRMATION OF APPOINTMENTS. CHECKERS CASHIER2022 - 2022 >PROVIDE EXCELLENT CUSTOMER SERVICE BY GREETING CUSTOMERS, ADDRESSING INQUIRY, AND PROFESSIONAL HANDLING COMPLAINTS. >HANDLE VARIOUS PAYMENTS METHODS INCLUDING CASH, BANK CARDS, EFT, VOUCHERS AND MOBILE PAYMENTS WITH INTEGRITY. >MANAGED TILL OPERATIONS, INCLUDING COUNTING FLOAT AND BALANCING THE TILL AT THE COMMENCEMENT AND CONCLUDING OF EACH SHIFT. PACK N STACK MERCHANDISER2022 - 2024 >MONITORED STOCK LEVELS, BUILT PROMOTIONAL DISPLAYS, AND ENSURED PRODUCTS WERE FACED AND WELL-PRESENTED. >INSTALL PROMOTIONAL MATERIALS INCLUDING POSTERS, SHELF TALKERS, AND WOBBLERS TO DRIVE SALES. >ENSURED PRODUCTS WERE CORRECTLY MERCHANDISER, NEATLY PACKED, AND ROTATED ACCORDING TO (FIRST-IN-FIRST-OUT-PRINCIPLES). >LIAISED WITH STORE MANAGEMENT TO OBTAIN APPROVAL FOR DISPLAYS AND TO RESOLVE MERCHANDISING ISSUES. COMSOL NETWORKS FIELD SERVICE TECHNICIAN2024 - 2026 MAINTENANCE TECHNICIAN >PERFORMED ROUTINE MAINTENANCE AND SYSTEM UPDATES TO ENSURE OPTIMAL NETWORK PERFORMANCE AND UPTIME, INCLUDING CABLE RUN, PoE FAULT RESOLUTION, AND CONNECTOR REPLACEMENT S. >EXECUTE PRECISE ANTENNA ALIGNMENT FOR MAXIMUM SIGNAL STRENGTH AND LINK QUALITY. >DIAGNOSED AND RESOLVED COMMUNICATION ISSUES RELATED TO TCP/IP PROTOCOLS. >INVESTIGATED AND TROUBLESHOOT NETWORK EQUIPMENT INCLUDING DHCP, PACKET LOSS, AND SPEED-RELATED DEGRADATION. >CONFIGURED AND TROUBLESHOT NETWORK EQUIPMENT INCLUDING WAN & WI-FI ROUTERS, MIKROTIK DEVICES AND NETWORK SWITCHES. >PERFORM FIBER OPTIC CABLE REPLACEMENT. INSTALLATION TECHNICIAN >INSTALLED WIRELESS BROADBAND EQUIPMENT INCLUDING MDU, MIMOSA, UBIQUITI, OSDR, CONNECT AND 5G.

>EXECUTED POINTG-TO-POINT D POINT-TO-MULTI-POINT INSTALLATIONS.
>CONDUCTED ACCEPTANCE TEST PROCEDURES AND COMPREHENSIVE SITE AUDITS..

SITE SURVEY TECHNICIAN
>CONDUCTED SITE SURVEY TO CONFIRM LINE OF SIGHT, POWER AVAILABILITY, AND OPTIMAL MOUNTING POSITIONS.
>COMPILED AND CREATED ACCURATE BILL OF MATERIAL (BOM) FOR INSTALLATION.

Education

MAGOBANYE HIGH SCHOOL - MATRIC GRADE12)	2005-2016
iCOLLEGE CERTIFICATE - END USER COMPUTING (NQF3)	2017
iCOLLEGE CERTIFICATE - COMPTIA A+	2017
iCOLLEGE CERTIFICATE - NETWORKING TECHNICIAN (N+)	2018
iCOLLEGE CERTIFICATE - SECURITY TECHNICIAN (S+)	2018
BOSTON CITY CAMPUS CERTIFICATE - MICROSOFT CERTIFIED AZURE ADMINISTRATOR ASSOCIATE	2025-2026

Skills

>TECHNICAL SUPPORT
>CUSTOMER SERVICE
>PROBLEM SOLVING
>TROUBLESHOOTING
>CONFIGURATION
>TIME MANAGEMENT

Reference

KANEGO - SENIOR
iTALK
0786259802
PRECIOUS NDLOVU - MANAGER
CHECKERS
0112218400
MASEDI MASWIELELA - MANAGER
PACK N STACK
0610620165
KOENA - HR
COMSOL NETWORKS
0838755188

Language

>SEPEDI
>ENGLISH
>ISIZULU
>XITSONGA
>ISIXHOSA