

ITUMELENG RATHOKANE

Address: 821 Umkhuhlu Crescent, Vosloorus, 1475

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Driver's Licence: Code 10 | **Nationality:** South African

PROFESSIONAL SUMMARY

Motivated and certified IT Technical Support professional and Computer Lab Facilitator with over 5 years of experience managing laboratory operations and promoting digital literacy. Proven track record in troubleshooting hardware and software issues, managing user credentials, and delivering high-quality technical assistance. Strong communicator and liaison skilled at creating structured, secure, and productive environments for technology users.

KEY SKILLS

- **Technical Support:** IT Technical Support (NQF Level 4), hardware/software troubleshooting, user credential management.
 - **Operations:** Computer laboratory management, asset maintenance, technical reporting.
 - **Core Competencies:** Analytical problem-solving, attention to detail, time management, customer service.
 - **Interpersonal Skills:** Stakeholder liaison, teamwork, clear technical communication.
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WORK EXPERIENCE

Computer Lab Facilitator

Click Foundation | *2021 – Present*

- **Operations Management:** Direct daily computer laboratory operations to ensure maximum uptime, system readiness, and a productive environment.

- **Technical Support:** Diagnose and resolve hardware, software, and connectivity issues promptly to minimize session disruptions.
 - **User Administration:** Create, configure, and manage secure learner login credentials while maintaining accurate access databases.
 - **Stakeholder Liaison:** Serve as the primary point of contact between school leadership and the Click Foundation to streamline reporting and program execution.
 - **Performance Monitoring:** Track user progress, generate operational reports, and provide targeted guidance to improve digital literacy.
 - **Safety & Compliance:** Enforce laboratory safety protocols and asset-control measures to safeguard valuable IT infrastructure.
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EDUCATION & CERTIFICATIONS

- **NQF Level 4: IT Technical Support**
 - **Certificate in Construction and Engineering Drafting**
 - **National Senior Certificate (Matric)** – Graceland Education Centre
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PERSONAL DETAILS

- **Date of Birth:** 20 August 1997
 - **Gender:** Female
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PROFESSIONAL REFERENCES

Nompumelelo Mbali Mazibuko
Programme Lead – Click Foundation
Phone: 072 214 4172
