# TEBOGO MOLOTO MPHAHLELE

1766 X5 Tswelopele Tembisa 1501 | 060 780 1045 | tebogomphahlele489@gmail.com

## PERSONAL DETAILS

| | | | |
|---|---|---|---|
| **Surname** | Mphahlele | **First names** | Tebogo Moloto |
| **Date of birth** | 11 March 1995 | **Marital status** | Single |
| **Identity number** | 9503115887089 | **Gender** | Male |
| **Nationality** | South African | **Driver's licence** | EC |

## PROFESSIONAL SUMMARY

IT support professional with experience providing first- and second-line technical support to end users. Skilled in troubleshooting Windows environments, Microsoft 365, Outlook, VPN connections, printers and user accounts. Familiar with ticket documentation, hardware and software setup, network configuration, and freelance PC support.

## WORK EXPERIENCE

### IT Support Technician

IT Support / Helpdesk

- Provided first- and second-line IT support via phone, email and remote support tools.
- Troubleshot and resolved issues involving Windows operating systems, Microsoft 365, Outlook, VPN and printers.
- Managed and documented technical support tickets using Zendesk.
- Installed and configured hardware and software, and set up user accounts in Active Directory.
- Configured Wi-Fi networks, printers and email accounts for end users.
- Provided freelance IT support, including PC troubleshooting, Windows installations and virus removal.

## EDUCATION

**Capricorn TVET College** — Transport and Logistics

Completed: December 2021

**Maimane Secondary School** — Grade 12

Year completed: 2015

Subjects: Sepedi Home Language, English First Additional Language, Life Orientation, Mathematical Literacy, Life Sciences, Economics and Agricultural Science.

## SKILLS & PERSONAL STRENGTHS

| | | |
|---|---|---|
| • IT troubleshooting and end-user support | • Windows OS and Microsoft 365 | • Outlook, VPN, Wi-Fi and printer configuration |
| • Zendesk ticket management | • Hardware and software installation | • Active Directory user account setup |
| • Hard-working and professional | • Efficient, effective and eager to learn | • Good communication skills |

## LANGUAGES

Sepedi (read, write and speak) • English (read, write and speak) • Venda (read, write and speak)

## REFERENCES

| | | |
|---|---|---|
| **Technical support IT** | Molefe Segabutla — Mentor | 079 092 6015 |
| **Technical support IT** | Faith Mahlobogoane — Manager | 072 152 9717 |