

DZILANE TERENCE MUSETHA

TECHNICAL SUPPORT SPECIALIST

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SUMMARY

Personable and knowledgeable IT support technician with over 7 years of experience assisting customers with various hardware and software related issues. Provided In-depth technical support to clients at from various corporate world, solving 92% of issues without taking them to my seniors with the capabilities I have for solving Technical issues. Seeking to provide expert technical support to enterprise organizations as the Advanced Technician with the skills I acquired along my journey as a Technician Support

SKILLS

- logical and methodical approach to work
- strong understanding of hardware, software and operating systems
- ability to listen
- first-class problem-solving skills
- ability to work effectively either alone or as part of a team
- ability to work in high-pressure situations
- good communication skills
- diagnose and fix issues
- excellent attention to detail
- ability to keep up to date with changes in technology

Technical Support Specialist, 02/2023 - Current

Itsamaya Holdings – Pretoria

- Monitoring daily performance of technical systems and issues
- Following up with clients and internal end users that their computer systems are properly functioning after troubleshooting
- Learning and working with upcoming emerging technologies and tools
- Configuring operating systems
- Documenting technical knowledge in the knowledge base
- Working with other teams to maintain a good professional relationship with customers
- Working after hours to be on standby
- Resolving QA Tests to double check the configuration
- Being responsible for incidents and requested allocated for the team and resolve or escalate them also giving them first response
- Ensuring SLA is met

Technical Support Engineer, 09/2024 - 12/2025

IoT.nxt – Centurion

- Respond to technical queries and issues from customers via phone, email, or chat.
- Diagnoses and troubleshoot software, hardware, or network problems.
- Monitoring to prevent downtime
- Guide customers through step-by-step solutions or escalate issues if necessary.
- Log, track, and resolve technical issues using ticketing systems e.g., Fresh chat, ServiceNow, Zendesk.
- Resolving and taking ownership of incidents and requests allocated to the support team
- Identify recurring problems and contribute to long-term solutions.
- Work with development or product teams to report and resolve complex issues.
- Stay updated on product features, system configurations, and technical documentation.
- Assist in testing new features, updates, or patches before release.
- Provide feedback to development teams for product improvements.
- Working with other teams to maintain a suitable work environment for successful results
- Maintain internal troubleshooting documentation for support teams.
- Ensuring Service level agreement (SLA) has been met
- Deployments are done to resolve and monitor systems or applications

Data Technician Support, 09/2019 - 02/2023

Vodacom – Pretoria

- Analyzes mobile usage data, app performance, and user behavior.
- Works with big data tools to optimize user experience and business decisions.
- Manage and optimize data flow over cellular networks (e.g., 4G, 5G).
- Works with network providers to enhance speed, coverage, and reliability.
- Focuses on data encryption, secure transactions, and protection against cyber threats.
- Works on securing mobile operating systems and app data.
- Uses machine learning to predict network failures, optimize bandwidth, and improve service quality.
- Analyzes large-scale telecom data for trends and efficiencies.
- Reaching SLA (Service Level Agreement)
- Having great professional agreement with the customers
- Managing and documenting new software or applications so the next person would know how to use the tools

Computer Lab Tutor, 10/2014 - 11/2015

Pc Training and Business College – Pretoria

- Help students with software and hardware-related issues.
- Guide students in using applications like Microsoft Office, programming tools, and design software.
- Assist with troubleshooting basic network and connectivity issues.
- Support students in learning programming languages and debugging code Ensure all computers and peripherals (printers, scanners, projectors) are functioning properly.
- Report technical issues to IT support for repairs and updates.
- Install and update software as required.
- Maintain lab cleanliness and organization.
- Provide demonstrations on specific software or technical topics.
- Assist in conducting workshops and training sessions.
- Encourage students to follow best practices in file management, cybersecurity, and system usage.
- Monitor students' activities to ensure compliance with lab rules.
- Prevent misuse of lab equipment and software.
- Ensure students adhere to ethical computing practices.

EDUCATION

Certificate of Higher Education: Information Technology, 01/2016

Broadband College of Technology - Midrand

- MCP (Microsoft Certified Professional)
- MCSA (Microsoft Certified Solution Associate)
- MCSE (Microsoft Certified Solution Expert)

- Introduction to Cybersecurity
- Network and Security certificate

- Cyber threat Management

Higher National Diploma: Information Technology, 01/2013

Pc Training and Business College - Pretoria

- Network Communication
- Visual Basics
- Programming languages
- Database system
- Electronic Commerce
- Information System
- Web Technology

References

- Names Raymond Rea
- Position Service Delivery Manager
- Contact details 012 880 0114
- Company Iot.nxt

- Names Suzan Semanya
- Position Operations Manager
- Contact details 012 665 1429
- Company Itsamaya Holdings