

Dimakatso Mitchel Mathebula

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Summary

Dedicated and adaptable professional with technical certifications (A+, N+, NQF4 Technical Support) and experience in customer service, education, and problem-solving. Skilled in IT troubleshooting, communication, and teamwork. Seeking an entry-level role to leverage my passion for learning and drive growth in a dynamic environment.

Skills

- Customer service, communication, teamwork.
- Computer literacy (Microsoft office, basic troubleshooting).
- Time management, problem-solving.

Education

- **National Senior Certificate**
Bertharry English Private School, 2014
- **Technical Support Level 4 (NQF)**
Kingswood Academy, 2021
- **A+ & N+ Certifications**
Kingswood Academy, 2021
- **Flux Network Certification**
Kingswood Academy, 2021

Work Experience

- **Education Assistant | Sedi-Laka Primary School | Jan 2021 - Jun 2021**
 - Supported learning activities for Grades 1-3.
 - Provided individualized attention to learners with special needs.
 - Coordinated events (sport, cultural programs).
 - Managed student records and admin.
- **Assistant | AG Global and Vending Machine | Apr 2016 - May 2017**
 - Provided customer service and resolved issues.
 - Maintained machines and stocked inventory.
 - Managed daily sales and cash reconciliation.
 - Met weekly service targets.
- **Fashion Sales Representative | Lee Cooper Store | Dec 2014 - May 2015**
 - Boosted sales by 15% via upselling.
 - Assisted with sizing and payment.
 - Managed displays and stockroom.
 - Handled returns/ exchanges.

Reference

- **Mr Ntilashe (Deputy Principal)**
Sedi- Laka Primary School
060 441 4324/ 082 483 7577
- **Mrs Magau (Supervisor)**
AG Global and Vending Machine
072 491 6122
- **Mrs Chaphi (Manager)**
Lee Cooper Store
073 201 9021