



Thato Bapela

Technical Support Specialist | IT Helpdesk | Customer Support

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Summary

Technical Support Specialist with hands-on experience providing L1-L2 support across macOS, iOS, hardware, and software environments. Promoted from intern to permanent role based on high performance and strong problem-solving ability.

Ranked among the Top 10 technicians regionally for productivity and issue resolution. Proven ability to diagnose complex technical issues, deliver excellent customer support, and maintain high satisfaction scores.

Seeking to grow into a Helpdesk, IT Support, or Technical Support Engineer role.

Professional Experience

Technical Support Specialist, *Istore*

08/2024 – Present | Johannesburg

- Promoted from Technical Intern to permanent role based on performance
- Provide L1-L2 technical support across macOS, iOS, hardware, and software
- Diagnose and resolve complex technical issues including system failures and data recovery
- Perform device setups, configurations, and data migrations
- Collaborate with internal teams to resolve escalated technical cases
- Ranked Top 10 technicians regionally for productivity (June 2025)
- Maintain consistently high customer satisfaction ratings

Sales Consultant, *Istore*

03/2022 – 07/2024 | Johannesburg

- Delivered tailored Apple product solutions to customers
- Consistently exceeded sales targets through customer-focused service
- Achieved 100% Vodacom NPS (customer satisfaction)
- Maintained 100% Mystery Shopper evaluation scores
- Processed transactions across Vodacom, MTN, and Telkom systems
- Built strong customer relationships and ensured smooth after-sales support

Skills

— | Technical Support (L1-L2) | macOS & iOS Troubleshooting | Hardware & Software Diagnostics | Data Backup & Recovery | Device Configuration & Setup | Customer Support & Communication | CRM & Ticketing Systems | Telecom Systems (Vodacom, MTN, Telkom)

Education

Edge Training, *Information Technology: Technical support (NQF 4)* 04/2024 – 03/2025 | Melville, Johannesburg
Masibambane College, *National senior certificate (Matric)* 2021

References

Reference available upon request