

Curriculum Vitae

Full Name: Your Full Name
Phone: +27 XXX XXX XXXX
Email: your.email@email.com
Location: South Africa

Professional Summary

Detail-oriented IT professional with 2 years of experience working within the IT environment at Nelson Mandela University. Skilled in technical support, system installation, troubleshooting hardware and software issues, and assisting users with network and system-related challenges. Strong analytical and problem-solving abilities with a passion for technology, continuous learning, and improving IT operations.

Work Experience

IT Support Technician – Nelson Mandela University

Duration: 2 Years

- Provided daily technical support to staff and students.
- Installed, configured, and maintained desktop and laptop computers.
- Troubleshot hardware, software, and network connectivity issues.
- Assisted with system upgrades, patches, and IT maintenance tasks.
- Managed user accounts and permissions.
- Documented support requests and solutions in helpdesk systems.

Technical Skills

IT Helpdesk & Technical Support
Hardware Troubleshooting
Software Installation & Configuration
Networking Basics (LAN, Wi-Fi, TCP/IP)
Windows & Linux Operating Systems
Microsoft Office / Microsoft 365
Basic Cybersecurity Practices
Python (Basic)
System Maintenance & Updates

Projects

- Helpdesk Ticket Tracking System (Basic Project) – Assisted in organizing and resolving IT tickets.
- Computer Lab Setup – Installed operating systems and configured systems for student use.
- Network Troubleshooting Support – Helped diagnose connectivity problems within campus labs.

Education

Diploma / Degree in Information Technology
Nelson Mandela University

Certifications (Optional)

• CompTIA A+ (or studying) • CompTIA Network+ (optional) • Google IT Support Professional Certificate (optional)

References

Available upon request.