**Siqhamo Matho**

siqhamomatho15@gmail.com **|** 060 602 9182/ 079 042 4387

Block B Unit 007, 1 Bester Road, Bellville South Cape Town, 7530

**PERSONAL PROFILE**

Dedicated and results-driven Information Technology professional with a passion for solving complex technical challenges and a strong commitment to delivering innovative solutions. Armed with a solid foundation in relevant IT skills, like programming languages, networking, and systems administration, I am eager to embark on a dynamic IT career. My academic background, coupled with hands-on experience gained through relevant internships, projects, or part-time roles has honed my ability to troubleshoot, design scalable systems, and optimize network performance. I thrive in fast-paced environments and am adept at collaborating with cross-functional teams to achieve project goals. I am excited to bring my technical expertise, problem-solving prowess, and unwavering enthusiasm to a forward-thinking organization that values innovation and growth.

**EDUCATIONAL BACKGROUND**

**Institution**: Walter Sisulu University

* **National Certificate**: National Diploma in Information Technology (Support Services) (2016-2021)

**Institution**: MSC Business College

* **Certificate**: NQF level 3 Skills Programme as Sales Assistant (2021)

**Institution**: Nyanga Senior Secondary School

* **Matric**: (2015)

**WORK EXPERIENCE**

**Multichoice,** **Cape Town, Western Cape 06/2022-04/2024**

**End user learnership intern**

* **Help Desk Support:** Respond to end-user inquiries and technical issues via phone, email, or in-person. Provide timely and friendly assistance to resolve problems and answer questions.
* **Software Troubleshooting:** Assist end users with software-related issues, including installation, updates, and error messages. Troubleshoot common software problems and guide users through solutions.
* **Hardware Troubleshooting:** Diagnose and troubleshoot hardware issues with computers, printers, scanners, and other peripherals. Coordinate with IT teams for hardware repairs or replacements as needed.
* **Documentation:** Maintain accurate records of support requests, troubleshooting steps, and resolutions. Update knowledge base articles to help users find solutions independently.
* **Hardware and Software Inventory:** Assist in maintaining an inventory of hardware and software assets. Help with software license tracking and compliance.
* **Professional Development:** Seek mentorship from experienced IT professionals to gain insights and skills. Consider pursuing relevant certifications, such as CompTIA A+ or Microsoft Certified Desktop Support Technician (MCDST).

**Luthabo Holdings, Cape Town, Western Cape 02/2021-02/2022**

**Network administrator intern**

* **Assisting with Network Installation and Configuration:** Help set up and configure routers, switches, firewalls, and other network equipment. Assist in connecting and configuring network devices for optimal performance. Use network-monitoring tools to track network performance and identify issues. Collaborate with senior administrators to troubleshoot and resolve network problems.
* **User Support:** Provide technical support to end-users experiencing network-related issues. Assist in resolving connectivity problems, VPN access, and basic network-related inquiries.
* **Security Management:** Learn and implement security protocols and best practices to safeguard the network. Assist in monitoring for security breaches and unauthorized access attempts.
* **Documentation:** Maintain accurate records of network configurations, IP address assignments, and network diagrams. Document troubleshooting procedures and solutions for future reference.
* **Network Maintenance:** Assist in routine network maintenance tasks such as software updates, patches, and firmware upgrades. Ensure that network equipment is in good working condition. Work with senior administrators to identify areas for network performance improvement.
* **Backup and Recovery:** Participate in data backup and recovery procedures to ensure data integrity and availability. Assist in creating and testing disaster recovery plans. Collaborate with IT teams, including system administrators and security professionals, to address network-related issues. Work closely with vendors for support and procurement of network equipment.

**ACHIEVEMENTS**

* Successfully participated and completed customer service training on how to handle customer complaints via calls, emails and chats, welcoming customers (hospitality), advertising, branding, pricing, and stock taking
* Successfully helped in developing initiatives to increase customer satisfaction and retention.

**SKILLS**

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| --- | --- |
| * Database Management
 | * Innovative problem-solving abilities
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| * Data Analysis and Big Data
 | * Team leadership
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| * Presentation preparation & Delivery
 | * Decision making
 |
| * Network configuration and troubleshooting
 | * Good leadership and communication
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| * Computer competence: MS Word, Excel, Power point, Outlook, Publisher, Access, Project, Python, HMTL, CSS, JavaScript, SQL, NoSQL
 | * Business level of influencing abilities
* Good writing and speaking English fluently
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**REFERENCE**

1. Lecturer: Mr Majova (Walter Sisulu University)

Email address: mamajova@wsu.ac.za

047 708 5268

1. Branch Manager : Ingrids De Bruyn (MSC Business College)

Cell number: 082 540 4614

Company Director : Mr Lunga Dyambooi (0763862385)