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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CURRICULUM VITAE **Mthetho Wilfred Mbatha** | | | | | **25 Limnos Village**  **42 Pretorius Road**  **Vorna Valley, Midrand**  **Johannesburg**  **1685** | | | | | | | **25 Limnos Village**  **42 Pretorius Road**  **Vorna Valley, Midrand**  **Johannesburg**  **1685** | |
| **PERSONAL INFORMATION** | | | | | | | | | | | | | |
| **Full Names** | * Mthethomusha Wilfred Mbatha | | | | | | | | | | | | |
| Contact Number/s | * 0726459468 [Mobile] | | | | | | | | | | | | |
| E-mail Address | * mthetho.mbatha@gmail.com | | | | | | * mbathamthetho@gmail.com | | | | | | |
| **Identity Number** | * 770422 5472 083 | | | | | | | | | | | | |
| **Nationality** | * South African / Married / Male | | | | | | | | | | | | |
| **Driver’s License** | * Yes: Code 10 [C1]: Own Transport | | | | | | | | | | | | |
| **CAREER OBJECTIVE** | | | | | | | | | | | | | |
|  | To be an integral part of a dynamic institution where my enthusiasm and hard work will lead to success not only for me but also for the organisation I represent. I want to be part of a progressive IT support team where creative thinking and collaboration solves problems and contributes to the well-being of the company. I am therefore interested in being part of your organisation’s management team. My B. Social Science (Public Affairs & Admin), **CompTIA A+, CompTIA N+ and, Certificate in Digital Marketing, National certificate in IT** make me an ideal candidate for such a position. Other key competencies include my leadership skills, technical, good problem-solving ability, a fast learner, and I have already established an excellent track record in IT support, call centre IT, sales and customer service.  I am available for interviews and will consider ALL suitable positions. | | | | | | | | | | | | |
| **CAREER PROGRESSION** [Starting with most recent position held] | | | | | | | | | | | | | |
| May 2024-Present | * **TEFL Teacher** | | | **Sukhothai Wittayakhom School**  [Sikhothai, Thailand] | | | | | | | | | |
|  | **Education** | | |  | | | | | | | | | |
|  | * Preparing and implementing lesson plans that align with school curriculum * Teaching English in 15 classes (non-native speakers) * Preparing and administering tests & learner assessments * Assess students’ progress regularly through regular quizzes, tests, assignments and exams * Provide constructive feedback to students to help them improve their language skills * Maintain accurate records of students’ attendance, grades and progress * Provide regular reports to school management on class performance | | | | | | | | | | | | |
| Oct 2017-Mar 2024 | * **IT/Network Administrator [Contractor]** | | | **Soulit/Self Employed**  [Johannesburg, South Africa] | | | | | | | | | |
|  | **ICT** | | | | | | | | | | | | |
|  | * Server administration, installations, Windows Server 2008 & 2012 & Active Directory, PFSense firewall security. * Hikvision IP camera installations and monitoring, antivirus installation * Firewall security, server administration, windows installation, end-user support, cabling and networking, testing and repairing ICT equipment, email support, router and switch installations * User and desktop support * Access point installation and security * MS Windows and Office support * Email hosting and setup | | | | | | | | | | | | |
| Nov 2010-Oct 2017 | * **IT Technician** | | | **Department of Education**  [Johannesburg, South Africa] | | | | | | | | | |
| Company Type | **Government** | | | | | | | | | | | | |
|  | * Supervising Gauteng Online Educational Technologists (interns) based at school IT laboratory, team leader for Johannesburg East District IT Support Team * ADSL, MS Office, MS Server 2003/2008/2012, MS Desktop OS, 7, 8, 10, MS Exchange, C-Panel admin, Hyper-V, VMware, Ubuntu 10 * Attending to SASAMS calls for schools, monitoring calls, escalating on BMC Remedy (ITIL). * Monitoring SITA SASAMS and service providers’ adherence SLA, logging calls on MBC Remedy. * Supervising a team of Educational Technologists and collating of their weekly reports on the progress of Gauteng Online laboratories. * Supporting and training Institutional Development Support Officers laptops, pc’s and blackberries * Supporting school computer labs and office blocks, networking routers and school servers. * Being part of Gauteng schools networking task team. * Training of principals on new IT-related products, e.g. Blackberry, Samsung phones, tablets etc. | | | | | | | | | | | | |
| Dec 2004 – Feb 2009 | * **Business Support Associate** | | | **Jun 2007 – Mar 2010** | | | | | | | **Dell**  [Johannesburg, South Africa] | | |
| * **Technical Support Agent / Printer Specialist** | | | **Dec 2004 – May 2007** | | | | | | |
| **Company Type** | * IT Sales and Computer Manufacturing | | | | | | | | | | | | |
| **Key Activities:**  Senior IT Technician | * Supporting high-end clients of Dell (Business Support). * Notebook, desktop, PDA and Windows 2000/XP/Vista support. * Handling case ownership/escalations. * Follow-up calls, customer callbacks and queries. * Ensuring customer satisfaction with service. * Remote monitoring, installation and troubleshooting through Dell Connect software. * Handling HEAT escalations to other departments. * Handling email support (Kana Mail), troubleshooting and resolving. * Hardware and software support (Office 2003/2007 and Windows 2000/XP/Vista support) | | | | | | | | | | | | |
| **Key Activities:**  Technical Support Agent / Printer Specialist | * Telephonic support * Fixing laptops, desktops, palmtops & printers. * Logging calls for technicians to go on site. | | | | | | | | | | | | |
| **Achievements** | * Best Voice of The Customer Agent for quarter 2 in 2007 * Best Technical Support Agent for quarter 2 in 2007 * Promoted to Business Support Associate in June 2007 * Part of the 6 Sigma Business Process Improvement project in 2008 | | | | | | | | | | | | |
| **Reason for Leaving** | * Left due to illness | | | | | | | | | | | | |
| Sep 2003 – Sep 2004 | * **IT Technical Trainee** * **(Contracted Position)** | | | | | | CS Education Solutions  [Durban, South Africa] | | | | | | |
| **Company Type** | * IT Outsourcing and Training | | | | | | | | | | | | |
| **Key Activities** | * Bank automation. * Assembling PC’s. * Visiting clients and fixing computers on site. * Fixing printers & speed-point machines. * Training 40 students, administering Windows 2000/2003 server and their LAN. * Maintaining the classroom PC’s & Network. Active Directory Server, E-mail and internet troubleshooting. * TCP/IP, Microsoft Office 2003/XP and Microsoft 2003 exchange and Windows 2000/XP/Vista support. | | | | | | | | | | | | |
| **Achievements** | * Was chosen to be an Assistant IT Trainer for new student intake. | | | | | | | | | | | | |
| **Reason for Leaving** | * Contract/temp position | | | | | | | | | | | | |
| Feb 2003 – Aug 2003 | * **Call Centre Consultant** * **(Contracted Position)** | | | | | | | Telkom Directory Services  [Durban, South Africa] | | | | | |
| **Company Type** | * Telephone Directory Service | | | | | | | | | | | | |
| **Key Activities** | * Attending to customer queries. * Helping customers on the phone with directory information. | | | | | | | | | | | | |
| **Reason for Leaving** | * contract/temp position | | | | | | | | | | | | |
| Oct 2002 | * **Call Centre Consultant** * **(Contracted Position)** | | | | | | Durban Institute of Technology  [Durban, South Africa] | | | | | | |
| **Company Type** | * Tertiary Education Institution | | | | | | | | | | | | |
| **Key Activities** | * Attending to student registration queries. * Confirming registrations. * Marketing the institution. | | | | | | | | | | | | |
| **Reason for Leaving** | * Temp/contract position | | | | | | | | | | | | |
| May 2002 – Sep 2002 | * **Telesales Consultant** * **[Contracted Position]** | | | | | | **Butterworth Publishers**  [Durban, South Africa] | | | | | | |
| Apr 2002 | * **Product Promoter** * **[Contracted Position]** | | | | | | **Cell C**  [Durban, South Africa] | | | | | | |
| Mar 2001 – Sep 2001 | * **African Music Specialist** * **[Permanent Position]** | | | | | | **CD Wherehouse**  [Johannesburg & Cape Town, South Africa] | | | | | | |
| Dec 1999 – Dec 2000 | * **Telesales Consultant** * **[Contracted Position]** | | | | | | **Homechoice**  [Cape Town, South Africa] | | | | | | |
| Apr 1999 – Nov 1999 | * **Computer Laboratory Assistant** * **[Contracted Position]** | | | | | | **University of Cape Town**  [Cape Town, South Africa] | | | | | | |
| **PROFESSIONAL STRENGTHS / SKILLS** | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | |
| Analytical  [02 years/ Intermediate] | * Analyzing statistics and reporting. * Updating the department on new performance statistics. * Providing feedback to the team. * Doing slide shows and presentations. | | | | | | | | | | | | |
| Management  [01 year Limited Experience] | * Running the African Music Department * Merchandising CD and DVD’s in the African and South African and Gospel departments | | | | | | | | | | | | |
| **Public Relations & Communication**  [03 years Intermediate] | * Dealing with clients, and resolving IT problems, which may arise. * Ensuring efficient running of machines at all times. * Very good verbal and written abilities. * Well-mannered, approachable person. * Taking care of R40 000 budget for newsletters, publicity and publications | | | | | | | | | | | | |
| **Sales & Marketing**  [03 years  Expert / Intermediate / Limited Experience] | * Build customer base – Identify new business opportunities and gain new or expand business on a national level. * Build customer relations. * Detailing – Utilize promotional material during each sales call to ensure call effectiveness. * Develop level of product-, market- and industry knowledge necessary to represent and sell products effectively. * Promote products in accordance with company marketing policies and sales strategy. * Plan each working cycle and weekly activity. * Maintain proper written records of all customers’ ordering habits and my specific sales objective for that customer. * Setting effective long- and short-term goals and objectives. * Cold canvassing. * Compose presentations of new products. * Demonstrations of new products. * Achieving sales targets. * Service existing client database. * Keep abreast of new products, technology and competitor activities. | | | | | | | | | | | | |
| **Technical [IT]**  [06 years Expert] | * Supporting High-end clients. * Hardware and software support, networking, cabling and installations. * Training of students. * Ongoing support for existing company clients and new ones. * Creating new users and supporting a computer laboratory. * Notebook, Desktop, LAN, WAN, PDA’s and printer support. * Liaising with current and future clients with regards to specific system’s needs. | | | | | | | | | | | | |
| **Attention to detail** | * Doing callbacks to offer customer solutions. * Ensuring solutions are documented for future use. * Ensuring the solution is relevant to the customer’s issue. | | | | | | | | | | | | |
| **Additional Skills** | * Playing piano, studio programming, mixing and editing. * Newsletter publishing. | | | | | | | | | | | | |
| **EDUCATION** [Starting with most recent qualification obtained] | | | | | | | | | | | | | |
| **2001** | * **Degree:** * Bachelor of Social Sciences [Pub Affairs & Admin] | | | | | | | | **University of Cape Town**  [Cape Town, South Africa] | | | | |
| **Major Subjects Completed** | * Introduction to Politics * Public Management * Macroeconomics 1 & 2 * Microeconomics 1 &2 * Information Systems 1A * Research Methodology | | | | | | * Sociology * State & Bureaucracy * Statistics 101 * Public Policy & Administration * Politics 1,2,3 * Accounting 1 | | | | | | |
| **1995** | * **National Senior Certificate:** * Matriculation with Exemption | | | | | | | | Mbusi High School [Port Shepstone / Ezinqoleni, South Africa] | | | | |
| **Subjects Complete** | * English (HG) * Afrikaans (HG) * Mathematics (SG) * Physical Science (SG) | | | | | | * IsiZulu (HG) * Biology (HG) * Biblical Studies (HG) | | | | | | |
| **ADDITIONAL TRAINING / EDUCATION** | | | | | | | | | | | | | |
| **May 2024** | * **TEFL Level 5 Fundamental Basics (i-to-i)** | | | | | | | | **i-to-i.com**  [England, UK] | | | | |
| **September 2009** | * CompTIA N+ | | | | | | | | **Torque IT**  [JHB / Rivonia, South Africa] | | | | |
| **September 2020** | * Digital Marketing Certificate | | | | | | | | **University of Cape Town**  [Cape Town, South Africa] | | | | |
| **Jun 2007** | * CompTIA A+ | | | | | | | | **Torque IT**  [JHB / Rivonia, South Africa] | | | | |
| **Mar 2006** | * Dell Certified Systems Engineer | | | | | | | | **Dell Computers**  [Johannesburg, South Africa] | | | | |
| **Oct 2004** | * National Certificate in IT | | | | | | | | **CS Education Solutions/Bytes**  [Durban / Westville, South Africa] | | | | |
| **2001**  **2000**  **2000**  **2001**  **2007** | * Shell LiveWire * Free to Grow * Customer service training * Sales & marketing raining * Dell printer training | | | | | | | | **Shell / TBDC**  [Durban /, South Africa]  **HomeChoice**  Cape Town, South Africa  **HomeChoice**  Cape Town, South Africa  **Damelin/Relyant**  Cape Town, South Africa  **Dell Computer**  Johannesburg, South Africa | | | | |
| **AWARDS & COMMENDATIONS** | | | | | | | | | | | | | |
|  | | * Best House Committee in 1999 at Forest Hill residences at UCT. * Co-founded Political Sciences Students Association (POLSSA) at UCT in 1999 and served as a Publicity Officer for the same. * Served as an editor for Forest Hill newsletter in 1999. | | | | | | | | | | | |
|  | | * Won Best Speaker Award at a Debating Schools Competition at high school in 1995. | | | | | | | | | | | |
| **PROFESSIONAL MEMBERSHIPS** | | | | | | | | | | | | | |
|  | | * UCT Alumni, UCT SCF Alumni * Member of District Data Driven Project for SA Schools Administration & Management System (SASAMS) * Highlands North Boys High School Deputy Chairperson | | | | | | | | | | | |
| **COMPUTER LITERACY** | | | | | | | | | | | | | |
| 1 Had appropriate training only **2** Limited practical experience  **3** Solid practical experience  **4** Well versed, extensive experience  **5** Expert, extensive experience | * MS Server 2003, 2008, 2012, 2016 SCSI, NAS | | | | 4 |  | | | | | | |  |
| * Internet, Linux Ubuntu 10 | | | | 4 |  | | | | | | |  |
| * Virtual PC, VMWare, Bootcamp | | | | 4 |  | | | | | | |  |
| * Microsoft Office 2003/2007/2010/2013/2019 | | | | 4 |  | | | | | | |  |
| * Active Directory, Server 2012, 2016 | | | | 3 |  | | | | | | |  |
| * Windows based Firewall | | | | 3 |  | | | | | | |  |
| * TeamViewer, Remote Desktop | | | | 4 |  | | | | | | |  |
| * Microsoft Exchange 2003 | | | | 3 |  | | | | | | |  |
| * Cubase, Nuendo, Studio Live | | | | 4 |  | | | | | | |  |
| * Windows based Firewall | | | | 3 |  | | | | | | |  |
| * Printer Support | | | | 5 |  | | | | | | |  |
| * 3G, 4G, LAN, Wan, LTE | | | | 4 |  | | | | | | |  |
| * StudioLive and OS X | | | | 5 |  | | | | | | |  |
| **REFEREES** | | | | | | | | | | | | | |
|  | | * Thomas Mhlanga * IDSO * Gauteng Education * Tel. 081 233 0246 * Email: Thomas.Mhlanga@gauteng.gov.za | * Mr. Ravi Govender * Team Lead * Dell Computers * Tel. 082 824 9035 * Email: Ravi.Govender@dell.com | | | | | | | * Mr Tinyiko Chabalala * Assistant Director * Gauteng Education IT * Cell: 083 289 3571 * Email: Tinyiku.Chabalala@gauteng.gov.za | | | |
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