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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 yearsExpert / 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
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