

# AMBER MARINCOWITZ

IT SUPPORT

## CONTACT

🏠 Johannesburg  
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## PROFILE

I consider myself to be a hard working individual who has drive to grow and make a success out of myself and my company.

I believe that I work well under pressure and get driven by the pressure.

I am always willing to learn and improve my skills whilst improving my knowledge.

## EXPERIENCE

### ● 03/2021 - Date

IT Support, Johannesburg

- Provide IT support services, troubleshooting & system roll outs
- Repairing Office 365 applications
- Provide training on Sage
- Setting up and repairing emails
- Providing training on custom systems
- Logging and processing support calls
- Installing necessary software, applications & printers
- Provisioning IP desk phones
- Troubleshooting IP desk phones
- Installing 3cx web client
- Troubleshooting 3cx problems
- Thorough communication with clients to ensure all IT requirements are met
- Providing documentation of IT related incidents and/or custom software Desktop support
- Laptop support
- Problem solving
- Set up of new devices for the system
- Diagnosing application issues
- Responding to call-outs
- Met with clients to understand needs and develop proactive solutions
- Collaborated with sales, delivery and service teams to manage seamless client experiences.
- Consulted with teams on established best practices and process improvements.
- Devised workaround solutions for software-related issues, resulting in systems.
- Provided ongoing guest service, including software advice.
- Basic IT support.
- Project management.
- Project lead co-ordination.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.

12/2018 - 03/2020

Google campaign manager,  
ohannesburg

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- Providing Outstanding Customer Service
- Completion of Compliance and Risk Reports
- Working towards Deadlines on a regular basis
- Complaint Resolution
- Achieving Sales Targets and Quarterly KPI's
- Achieving Budget and Revenue Driven Targets
- Providing all Banking Services and Products to Clients
- Management of Client files from Application to Settlement
- Liaising and Relationship Building with External Parties
- Coaching, Training and Mentoring of other staff
- Working with all branches in area to ensure Insurance Sales Results are on Track to meet or exceed targets.
- Coach and provide training and support to all Colleagues in relation to Commissure Insurance Products
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Identified issues, analyzed information and provided solutions to problems.
- Maintained excellent attendance record, consistently arriving to work on time.
- Resolved problems, improved operations and provided exceptional service.
- Exceeded goals through effective task prioritization and great work ethic.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Delivered campaigns to customers within specific timeframes.

● **March 2020 -  
February 2021**

Marketing & Admin , Johannesburg

- Providing Outstanding Customer Service
- Working towards Deadlines on a regular basis
- Complaint Resolution
- Achieving Sales Targets and Sales Boost Drives
- Achieving Budget and Revenue Driven Targets
- Merchandising
- Strategic Product placement to increase sales results
- Working in a team based environment
- Money Handling

## SKILLS

### IT Skills

Microsoft	●●●●●●
VoIP	●●●●●●
Customer support	●●●●●●
Admin	●●●●●●
Communication	●●●●●●
On Boarding	●●●●●●
IT Technical Support	●●●●●●
Problem solving	●●●●●●
Computer literate	●●●●●●

## EDUCATION

● 2021 - 2021	<b>3cx VoIP</b> 3cx, Online Fundamental knowledge of PABX systems
● 2021 - 2021	<b>Microsoft Office Fundamentals</b> Microsoft, Online Fundamental knowledge of Office 365
● 2022 - 2022	<b>IT Technical Support</b> Coursera, Online Fundamental knowledge of IT Technical support