



Lindokuhle Mpanza

Technical Support Agent

00544 Ndlovu St, Dube, Soweto,
1800

mpanzalind0kuhle96@gmail.com

(+27) 081 210 4552

PROFILE

I am a motivated and enthusiastic individual with a passion for learning and a desire to succeed. With excellent communication and interpersonal skills, I am able to work effectively in a team environment and build strong relationships with colleagues and clients alike. I am also comfortable working independently and taking on new challenges, using my adaptability and problem-solving skills to find creative solutions to complex issues.

EDUCATION

- **Matric**
John Orr Technical Highschool
Year Matriculated: 2013
- **Sound Engineering**
South West Gauteng College
2015 – 2017

SKILLS

- Microsoft
- Excell
- Critical Thinking
- Problem Solving
- Time Management
- Teamwork
- Communication
- Adaptability

EXPERIENCE

- **Technical Support**
From 10/2022 – Present | Digital Solutions Group
As a *Technical Support Agent* my responsibilities are providing timely and effective technical assistance to customers and end-users. This involves troubleshooting and resolving various technical issues, guiding customers through problem-solving steps, and ensuring a positive customer experience. Escalating complex issues to higher-level support teams and maintaining detailed records of customer interactions and problem resolutions
- **Provisioning Agent**
From 12/2021 – 08/2022 | Digital Solutions Group (Vuma Reach Campaign)
As a Vuma Reach *Provisioning Agent* my responsibilities were ensuring the seamless provisioning and activation of services, products, or accounts for customers. This involved accurately processing and configuring customer requests, coordinating with internal teams, and maintaining detailed records of provisioning activities. Ensuring that customers' accounts or services are set up correctly and in a timely manner, contributing to a positive customer experience.
- **Sound engineer (Internship)**
From April 2018 – March 2019 | Kofifi Media Group
As a Sound engineer for Kofifi my responsibilities were to assist with Sound Engineering for live performances & filming, Production manager, Assistant producer, Camera operator and Graphic design
- **Volunteer**
From March 2018 to April 2018 | Soweto TV
As a volunteer at Soweto TV my responsibilities were assisting with sound engineering, final control, and floor management
- **Teacher**
From Sept 2017 to Feb 2018 | Daliwonga High School
At Daliwonga High school my responsibilities were teaching Music Theory.

CERTIFICATES

Matric Certificate (2013)
For completing my Matric at John Orr Technical Highschool

Sound Engineering & Music Theory (2017)
For completing my Sound Engineering course at South West Gauteng College

CompTIA A+ (2023)
For completing the CompTIA A+ course at Maharishi Institute

CompTIA Network+ (2023)
For completing the CompTIA Network+ course at Maharishi Institute

References

Team Leader | Digital Solutions Group

Naomi Mogale

Phone: 076-740-1185

Team Leader | Digital Solutions Group (Vuma Reach Campagin)

Anele

Phone: 065-840-9828

L A N G U A G E S

- English
- isiZulu
- Sesotho

I N T E R E S T S


Music


Reading


gaming


Traveling