

LUTENDO KONE

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PROFESSIONAL SUMMARY

I am currently busy with a BSc in Computer Science and have 1 year experience as an IT Helpdesk and Support Assistant. I performed this role in my free time where I learned valuable professional skills such as first line support, installations, local area network, troubleshooting and routing. During my academic career I studied object-orientated concepts and programming and was able to do linear programming and coding projects. In my 2nd year I did database fundamentals and design with SQL, data communication and computer networking. In both my academic and professional life, I have been consistently praised as adaptable by my professors and peers.

PROFESSIONAL SKILLS

- IT Helpdesk
- First Line Support
- Network Administration
- Hardware and Software Installation
- Routing
- Trouble Shooting
- HTML Project Management
- SQL
- Java
- MS Office

EDUCATION

Current BSc Computer Science
Science and Technology
2016 Matric

University of Venda for
Mbilwi Secondary School

EXPERIENCE

Mar 2021 – Feb 2022

IT Helpdesk

University of Venda

- Installed and configured hardware and software components to ensure usability
- Troubleshoot hardware and software issues
- Repaired or replaced damaged hardware
- Upgraded the entire system to enable compatible software on all computers
- Installed and upgraded anti-virus software to ensure security at the user level
- Performed tests and evaluations of new software and hardware
- Provided support to users and was the first point of contact for error reporting

PERSONAL INFORMATION

Date of Birth

22 May 1998

Nationality

South African

Languages

Tshivenda

English

Driver's License

None

Criminal Record

None

References

On request