

Adivhaho Ndou

Address: 3846 Arnoldst, Finetown, Johannesburg, 1828

Phone: 074 372 4964

Email: adivhahondou@outlook.com

LinkedIn Profile: <https://www.linkedin.com/in/adivhaho-ndou-472277213/>

Summary

Detail-oriented IT graduate with a diploma in Information Technology from Damelin, possessing hands-on experience through work-integrated learning as an IT Technician and an internship at a library. Adept at providing technical support, maintaining customer service, and assisting library operations. Eager to contribute technical skills and a passion for innovation in a dynamic and growth-oriented environment.

Work Experience

Intern Lenasia south library City of Johannesburg (LIS) 01/04/2023 – 30/09/2024

- Troubleshooting software and hardware problems
- Assist library patrons with computer issues
- Set up and maintain public access to computers
- Help with the installation and updating of library management software
- Track software licenses and ensure compliance
- Input and catalogue new material in library branch Microsoft access database
- Monitoring WIFI performance and escalate to relevant department when the are issues
- Assist in promoting library digital services like e books other online services
- Train staff or patrons on how to use digital tools
- Analyse library usage statistics and compile reports on visitor trends
- Collaborate with community outreach programmes that incorporate technology
- Keep track of IT equipment and ensure everything is accounted for
- Gather feedback from staff and users on technology services
- Report findings to help improve library services

Education

Damelin, Braamfontein Johannesburg

01/2018 – 11/2020

Diploma, Information Technology

Diploma in information technology with then following modules:

- Networks
- End user computing
- System software
- Advance PC skills
- Introduction to financial accounting
- Programming (VB, JAVA, C#)
- Information systems
- Documentation analysis and design
- Web development (HTML, CSS, JavaScript)
- Project management

National senior certificate

High school grade12

Skills

- Windows installation configuration and troubleshooting
- Linux basics installation and command line prompts
- Basic network configuration and wireless network setup
- Understanding of security protocols and measures
- Systematic troubleshooting techniques
- Problem solving for hardware and software issues
- Familiar with common productivity software (MS office and more)
- Ability to explain technical concepts to non-technical users
- Written communication skills for documentation
- Patience and empathy in dealing with user issues
- Ability to work collaboratively with others
- Ability to analyse problems and develop solutions
- Prioritize tasks effectively to meet deadlines
- Willingness to learn new technologies and methods

Additional Information

- Astute ability to think critically and to initiate appropriate emergency procedures.
- Proficient in computer troubleshooting, help desk support and basic software application (word, excel, power point and LibreOffice).

References

MRS Brenda Lerato Phoshoko
Colleague (Librarian COJ)
number: 084 507 1346
Email: BrendaP@joburg.org.za

Miss Susan Thembi Masitenyane
Librarian in charge COJ
Number: 083 879 3504
Email: SusanM@joburg.org.za

MR Tshepang Lekwene
Librarian
Number: 076 934 2653

MR France Ledwaba
Lecture & work integrated learning supervisor
number: 061 616 1499
Email: France.ledwaba@damelin.co.za