



# KARABO LLOYD MOITSI

## Professional Summary

Dedicated IT Support Administrator/Helpdesk with 6 years of experience in technical troubleshooting, system maintenance, and end-user support, proficient in Windows/macOS environments and Cloud Services, skilled in ticket management and improving support processes to enhance operational productivity. Passionate about making a meaningful difference by effectively utilizing my skills and experience in a purpose-driven organization.

## ADD WORK HISTORY

**Bakone Preontek(Internet Service Company) - IT Support/Helpdesk Admin/Technician**

Mar 2017 - Nov 2023

- Troubleshooting - Diagnosing And Resolving Technical Problems With Software, Hardware And Network Issues. Logging And Tracking - Recording And Managing Support Requests Through A Ticketing System Support For Our Customers. Maintenance Technician On Computers Ensuring Software And Hardware Are Up To Date And Functioning Correctly. Network System Digital System IT Administration

## Languages

English



Sepedi



Isizulu



+27837851066

moitsilloyd@gmail.com

South African

21.03.1993

Male

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1458

## Skills

- Active listening
- Communication
- Attention to detail
- Critical thinking
- Customer Service
- Interpersonal communication
- MS Office
- Computer
- Problem solving
- Time management
- Teamwork

## Education

PC Training And Business College

Diploma In Business Administration

Feb 2013 - Dec 2015

- Specializing In (Economics)  
Business Information Technology  
Business Management Marketing

**Christian Progressive College**

Matric

Jan 2003 - Dec 2011