

# Molivia Monyai

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Pretoria Avenue, Ferndale, Randburg 2194

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## IT SERVICE DESK ANALYST

Detail-oriented IT Service Desk Analyst with 4 years of experience providing excellent technical support and customer service. Seeking to leverage expertise in troubleshooting, system administration, and IT operations to contribute effectively to a dynamic IT team.

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### KEY COMPETENCIES

Technical Proficiency  
Customer Service Orientation  
Problem-Solving Skills

Ticketing Systems  
Management  
Team Collaboration  
Documentation and Reporting

Adaptability and Continuous  
Learning  
Time Management and Prioritization  
Security Awareness

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### PROFESSIONAL EXPERIENCE

**BIDFOOD ZA**  
**IT Service desk analyst**

**Oct 2020 - Present**

- Provided timely and efficient technical support for hardware, software, and network issues to ensure minimal downtime and optimal system performance
- Resolving hardware and software issues on desktops, laptops, and mobile devices
- Managed ticketing system to track, prioritize, and resolve user requests within established SLAs, achieving a 95%+ resolution rate.
- Installed, configured, and maintained network equipment.
- Ensuring optimal performance and security of the IT infrastructure.
- Collaborated with cross-functional teams to implement IT projects, such as system and software upgrades
- Create, update, and manage user accounts in Active Directory, ensuring smooth onboarding
- Configure Remote Desktop Services on the Remote Desktop client
- Configure multifactor authentication for users.
- Manage email security and blocking, whitelisting in Office 365
- Diagnose and resolve issues with user applications such as Teams, MicroStrategy, and Office apps

- Addressing customer inquiries, requests, and complaints via phone
- Educating customers about product features, specifications, pricing, and availability. CSRs may also
- Assist in guiding customers through the purchasing process.
- Updating customer information, such as contact details and billing addresses, in CRM systems.
- Assist with account setup, Reactivating services and account closures.

**MULTICHOICE**  
**Customer Service Representative**

**Nov 2016 - Sept 2017**

- Provide support to customers via Live Chat and Email.
- Reconnect customer services as needed.
- Assist with downgrading and upgrading services.
- Resolve screen errors promptly.
- Reconcile customer accounts efficiently.
- Troubleshoot issues with DStv streaming services.
- Create new customer profiles and add requested services.

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**EDUCATION**

**RichField Insitution of Technology**  
Graduate Diploma in Information Technology

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