

Molivia Monyai

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Pretoria Avenue, Ferndale, Randburg 2194

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.

KEY COMPETENCIES

Technical Proficiency	Ticketing Systems	Adaptability and Continuous Learning
Customer Service Orientation	Management	Time Management and Prioritization
Problem-Solving Skills	Team Collaboration	Security Awareness

PROFESSIONAL EXPERIENCE

BIDFOOD ZA IT Service desk analyst	Oct 2020 - Present
<ul style="list-style-type: none">Provided timely and efficient technical support for hardware, software, and network issues to ensure minimal downtime and optimal system performanceResolving hardware and software issues on desktops, laptops, and mobile devicesManaged 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 upgradesCreate, update, and manage user accounts in Active Directory, ensuring smooth onboardingConfigure Remote Desktop Services on the Remote Desktop clientConfigure multifactor authentication for users.Manage email security and blocking, whitelisting in Office 365Diagnose 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.

EDUCATION

RichField Institution of Technology
Graduate Diploma in Information Technology
