

Thabo Nkosi

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Portfolio: [Portfolio link]

CAREER SUMMARY

Recent Diploma graduate in Information Technology seeking a junior support, IT admin or junior analyst role. Comfortable troubleshooting Windows issues, setting up user accounts and working with Excel. Completed a practical capstone project and 6 months of workplace learning.

TECHNICAL SKILLS

- MS Excel (pivot tables, VLOOKUP/XLOOKUP basics), Word, PowerPoint
- Windows 10/11 support, basic networking (IP, Wi-Fi troubleshooting)
- Ticketing and helpdesk basics, documentation and user communication
- Basic SQL (SELECT, WHERE, JOIN)

EDUCATION

Diploma in Information Technology – Tshwane University of Technology
2022 – 2024

Key modules: Systems Analysis, Networks, Database Fundamentals, IT Support

WORK-INTEGRATED LEARNING (WIL) / INTERNSHIP

IT Support Intern – Small logistics company, Pretoria
Jan 2024 – Jun 2024

- Logged and resolved user issues (password resets, printer connections, email setup) with clear notes.
- Helped with onboarding: laptop setup, user access requests and basic training for new staff.
- Created a simple FAQ document to reduce repeat questions from office staff.

PROJECTS

Capstone: Basic Helpdesk Tracker (Excel)
2024

- Built an Excel tracker to record tickets, priority, status and resolution time.
- Used drop-down lists and conditional formatting to reduce errors and highlight urgent items.

Mini project: SQL practice database
2023

- Created tables for customers and orders and wrote queries to answer basic business questions.

ADDITIONAL INFORMATION

- Driver's licence: Code 10
- Availability: [Immediately / 2 weeks / 1 month]

REFERENCES

Available on request.