

Curriculum Vitae of Britainny Blaine

Okhuis

CONTACT DETAILS

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PERSONAL DETAILS

Gender: Female
Home language: English
Other Language: Afrikaans
Nationality: South African
Criminal Record: None
Date of birth: 18th March 1997
Health: Good

EDUCATION

Last School Attended: St Thomas Senior Secondary School (2012-2016)

Highest standard: Grade 12

Subjects passed:

- English Home Language
- Afrikaans First Additional Language
- Computer Application Technology
- History
- Mathematical Literacy
- Life Sciences
- Life Orientation

Year: 2016

TERTIARY EDUCATION

Institution: Ctu Training Solutions
Course: I.T Tech

Duration: 1 year

WORK EXPERIENCE

Position: Tier 1 Support Agent (Helpdesk)
Telkom Technical Support

Duties:

Provide support to Telkom and other private ISP end users via telephone, using remote desktop services and resolve IT support problems in a timely manner.

Troubleshooting connectivity problems in Technical Support on mobile devices. Work performance on Kpi's that are set by company. Reporting line related problems, email, dns support and wireless router configuration. Attend to Business Adsl and Fibre support to ensure that the customers are connected. Compiling weekly and monthly reports .

Current- Call Centre agent at Axxess DSL

Duties

Providing technical support together with a team of agents to all Axxess clients. Calls consist of sales enquiries, first end hosting support as well as accounts. For connectivity problems I troubleshoot telephonically with clients to have them connected to the internet. The support provided are for products like ADSL/VDSL, Fibre, Voip, LTE/MOBLE and Emails .

Skills

- ☒ Excellent foundation of networking knowledge of modems and routers
- ☒ possess good grammar skills and professional phone presence
- ☒ Various diagnostic and problem solving skills
- ☒ Excellent communication ability
- ☒ Organizational and time-management skills
- ☒ Good knowledge of internet security and data privacy principles
- ☒ In depth understanding of diverse computer systems and networks
- ☒ working knowledge of all windows operating systems
- ☒ Ability to multi-task in a fast-paced environment

REFERENCES

Name and Surname: Phillani Juju
Position: Operations Manager Wns Global Organization
Contact no: 0732805324
Name and Surname: Lazola Zonke
Position: Floor Manager Axxess Dsl
Contact no: +27665536143
Name and Surname: Sharlene Micheal
Position: Campus Manager Ctu Training Solutions
Contact no: 0836279564