

Curriculum Vitae

Unati Tini

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CAREER OBJECTIVE

To be successful in what I do and in providing great level of service. I also strive to grow in the field of Information Communication Technology (ICT) and be part of huge IT project (Be designing, implementing, and maintaining IT Network). I strive to be part of a great team who work to bring positive change.

PERSONAL DETAILS

DATE OF BIRTH: 1982 October 07

PASSPORT NUMBER: A09380048

NATIONALITY: South African

GENDER: Male

LANGUAGE: IsiXhosa, English, currently learning Deutsch

EDUCATIONAL QUALIFICATION

SCHOOL ATTENDED: Eric Mntonga Senior Secondary School, Matric (2000)

Tertiary Education

QUALIFICATION: Bachelor of Technology: Information Technology (Communication Networks)

MAJORS: Research Methodology BNV4521, Information Security IV ISC4001, Information and Technology Management IV ITC4001, Networks IV NEW4001, Communication Networks IV WCN4001, Operating Systems IV BOS4002, Support Services IV, Advanced Communication Networks IV WCN4102, Project IV WCN4300

INSTITUTION: Nelson Mandela Metropolitan University (2017)

QUALIFICATION: National Diploma: Information Technology (Support Services)

MAJORS: Communication Networks IIIA WCN3011, Communication Networks IIIB WCN3012, Information Systems III SIH3000, Installation Management III SIM3000, Support Services III SSO3000

INSTITUTION: Nelson Mandela Metropolitan University (2013 - 2015)

QUALIFICATION: Higher Certificate: Information Technology (User Support Service)

MAJORS: Information Systems 1 WIH1011, Information Technology Skills 1 ITS1011,
User Support 1 USS1012, Technical Support 1 TSS1012

Technical Support

INSTITUTION: Nelson Mandela Metropolitan University (2012)

WORK EXPERIENCE

ORGANIZATION: Khauleza IT Solutions (PTY) Ltd

PERIOD: 19/01/2021 Ending 26/02/2021

POSITION: Acting Manager

RESPONSIBILITIES: Responsible for the following;

- Call management (Serviced-up and suspended)
- Liaise with client on daily basis on pre-discontinued units that need assessment and later quoted on

ORGANIZATION: Khauleza IT Solutions (PTY) Ltd

PERIOD: June 2017 – November 2021

POSITION: IT Field Technician

RESPONSIBILITIES: Responsible for the following;

- Installation of Windows 7 & 10 image to Personal Computers (PC) and Laptop Computers
- Setup windows user profiles
- Adding PCs and Laptops to client domain
- Setup user e-mail profiles
- Installation of device drivers
- Repairs and replacement of PC and laptop components

- Repairs to printers
- Troubleshooting of network endpoints
- Boot stock

ORGANIZATION: Tini Tech Solutions (PTY) Ltd

PERIOD: February 2012 – November 2014 (Left to focus on my full-time studies)

POSITION: Founder (Printer Technician)

RESPONSIBILITIES: I was a sub-contractor at First Technology (PTY) Ltd soon after I resigned from the organization. The agreement was to come in during varsity breaks and assist in the service and maintenance contract between First Technology Group, Hewlett Packard (HP) and First National Bank within the Eastern Cape region. Having the following responsibilities;

- Repairs, Servicing and Maintenance of HP Multifunction Printers

ORGANIZATION: First Technology (PTY) Ltd

PERIOD: 01 September 2003 – 10 February 2012 (Left to further my studies)

POSITION: Printer Technician

RESPONSIBILITIES: I was responsible for all First Technology clients within the Eastern Cape region, responsible for the following;

- Installation of Windows based network and local printers (Deskjet, Officejet, LaserJet, Dot Matrix, Multifunction (MFP), DesignJet/ Plotter)
- Repairs, Servicing and Maintenance of network and local printers
- Troubleshooting network and local printers
- User training on LaserJet MFPs, DesignJet and DesignJet MFPs
- Training and supervising junior technicians
- Printer parts ordering
- Responsible of boot stock
- Create printer repair quotes

SKILLS & TRAINING

- ITO Focus Customer Care Training (2007)
- Hewlett Packard (HP) Service Training for HP LaserJet 2/ 4/ 5XXX printers (2006)
- Hewlett Packard (HP) Service Training for MFP printers (2005)
- Code B Driving License 2005

LEADERSHIP ROLES

- Team captain of the under 15 & 17 soccer team in my junior years
- Held a supervisory role, supervising junior technicians while working for First Technology
- Project leader for my 3rd year varsity project

ACHIEVEMENTS

- Most Dedicated Award 2003 (First Technology)
- Most Dedicated Employee Award 2007 (First Technology)
- Directors Choice Award 2007 (First Technology)
- Five Years Loyalty Award 2008 (First Technology)

REFERENCES

1. Mr Jonathan Clarke

Financial Manager

SKG Properties, East London

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2. Ms Cher-riecce Sparg

Branch Manager

First Technology (PTY) Ltd, East London

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3. Prof Kerry-Lynn Thomson

Associate Professor, School of ICT

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4. Ms Nandipha Buwa

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