

Pfarelo Cassius Sikhipha

Personal Information

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Centurion
0157

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Email: Cassiuspfarelo@gmail.com

Gender: Male

Driver's License C1 (own transport)

Information Technology (IT Technician)

I am detail-oriented IT Technician with 3 years of experience providing technical support, troubleshooting hardware/software issues and maintaining network systems. Skilled in system installation, configuration and user training, with a strong focus on minimizing downtime and improving efficiency. Adept at delivering clear solutions and ensuring seamless IT operations across diverse environments.

Skills

Problem-solving mindset
Computer Literate (MS Office)
Customer service
Adaptability
Teamwork
Attention to detail

Work History

1. IT Support Technician

Tontrac Systems Analytics
January 2023 to September 2025 (Contract Ended)

Duties:

- Support end-to-end process in Mining Logistics Ops (Cloud & Remote support)
- Handling incoming queries through various channels like phone, email or WhatsApp.
- Troubleshoot software, hardware and network connectivity issues.
- Monitor site uptime and advise FST onsite on any issues that cannot be resolved remotely e.g. paper jam, half open boom gates, router reboot.
- Providing remote support to Coal mines & Eskom power stations clients using TeamViewer, RDP & Anydesk.
- Logging and managing support tickets (Eworks Manager, Odo software)
- Set-up weighbridge, Main-Gate and Security Points applications.

- Understanding when a problem requires the expertise of higher-level support and escalating accordingly.
- Managing user accounts, resetting passwords and granting access to cloud system.
- Providing after-hours IT support as required.

2. Field Service Technician

Altron managed Solution

May 2020 to 31 October 2021 (Contract ended)

Duties:

- Installing and configuring hardware and software.
- Identify and resolve technical issues with computers, networks and office technology.
- Installing Dye stain on ATM's
- Upgrading windows operating systems on POS devices.
- Installing Microsoft office 365, e-mail, and printing support.
- Assemble POS devices.
- Providing first level technical support to customers.

3. System Support (learnership)

The Weram Group

August 2019 to February 2020 (Contact Ended)

Duties:

- Perform routine checks on hardware, software and networks.
- Monitor system performance and proactively identify potential issues.
- Provide first-line support for user-reported issues.
- Responsible for installing operating systems.
- Backup data for clients, setup outlook emails accounts.
- Upgrading windows operating system & installing Microsoft office.
- Creating outlook e-mail accounts and resetting outlook email password.

Education

1. CompTIA

Network+

2025

2. Optimi College

IT Engineer

2024

3. CompTIA

A+

2022

4. University of South Africa

Introduction to Internet & Web Design
2022

5. Gijima

Information Technology (System support) NQF5
2020

6. Vhembe TVET College

National Diploma in Management Assistant
2018

7. Mass FET College

Information Technology (Technical Support) NQF4
2013

8. Phophi Secondary School

Matric (Grade 12)
2009

References

1. Contact person : Mr. Gomba Raymond
Institution : Tontrac System Analytics
Position : IT Manager
Contact Number : 079 085 8957
E-mail : Raymond@tontrac.co.za
2. Contact person : Mr. Khorommbi Mulalo
Institution : Tontrac System Analytics
Position : Control Room Supervisor
Contact Number : 081 587 9091
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3. Contact person : Mr. Ravele Musiwa
Institution : Altron Managed Solution
Position : Field Service Manager
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