



Zipo Ntsimango

Company: Action iT (Pty) Ltd

Position: Helpdesk

Email: zipo@actionit4u.com

Professional qualifications & membership:

- N4 to N6 Public Management – Northlink College

Professional background:

- Zipo as the helpdesk Champion of Action iT (Pty) Ltd has over four (4) years system support and administration experience within the company. She has acquired a great deal of knowledge through the servicing and support of +/- fifty-two (52) of clients under the management of Action iT.
- Her customer skills and efficient computing capabilities have ensured that our customers are always attended to efficiently and receiving the best quality service.
- Prior to Zipo joining the Action iT, she worked at Ozone Management company for a period of three (3) years as an administrator, of which her valuable experience gained during her tenure has been appreciated in her current role with Action iT.

Industry experience:

- Zipo's specialisation as a support administrator involves system support functions which include attending to system helpdesk requests and system testing to always ensure efficient running of the system. Zipo's focus is on the performance management system, which is also known as Action iT Assist, which has been designed primarily for public sector institutions (e.g. Municipalities, Public Entities, etc). Zipo's industry experience can be categorically summarised as listed below:
 - ✓ Communication.
 - ✓ General Administration.
 - ✓ System Support & Testing.