

PERSONAL DETAILS

Title:	Mr
Surname:	Basson
Full Names:	Lu-Marq Micah Moses Monsarrat
Identity Number:	971217 5141 085
Nationality:	South African
Race:	Coloured
Driver's License:	B / Code 8
Home Language:	Afrikaans
Physical Address:	155 Schnehage Crescent Fichardt Park Bloemfontein 9317
Postal Address:	155 Schnehage Crescent Fichardt Park Bloemfontein 9317
Contact Number:	+27 84 608 8959
Email Address:	imlumarq@gmail.com
Coding Portfolio:	https://lumarq.pages.dev

EDUCATION

1. Institution: Central University of Technology,
Bloemfontein Campus

Qualification: Diploma in Information Technology

Year: 2020

2. Highest Grade Passed: 12

School: High School Bloemfontein

Year: 2015

WORK EXPERIENCE

1. Department: Department of Justice and Constitutional
Development, FS: Provincial Office

Period: 02 October 2023 - 30 May 2025

Position: IT Intern

Duties: Assessed and prioritized incoming
support requests based on urgency and
impact

Provided hands-on support to resolve
hardware, software and network issues

Proactively addressed technical issues by
monitoring and responding to user
requests received via phone calls, emails,
messages and walk-ins

Diagnosed technical issues and guided users through solutions to enable them to resolve issues independently

Identified and escalated complex issues to second line support or specialized teams when necessary

Maintained clear communication with users about the status of their requests

Conducted training sessions to equip colleagues with the necessary knowledge and skills to effectively use relevant hardware and software

Issued IT equipment by personally delivering, coordinating collection with colleagues, ensuring all required documentation is properly completed and maintaining accurate inventory and allocation records

Supported virtual interviews by coordinating technical setup and troubleshooting

Updated legacy program to keep it operational and compatible with current systems

Configured work phones ensuring all relevant apps and pre-created user accounts were properly installed and functional

Compiled and consolidated statistics and usage reports for internal review

Additional Duties:

Performed messenger duties

Handled collection and delivery of state vehicles based on department requests

Provided interim administrative support to the Director Court Operations during the secretary's absence

Performed facility site assessments at various offices

Coordinated live streaming for memorial services and funerals

2. Company:

Checkers, Fleurdal Mall Bloemfontein

Period:

09 August 2023 - 01 October 2023

Position:

Cashier

Duties:

Handled cash, credit / debit card payments, while accurately entering sales information into the register

Assisted customers with their purchases, answering questions and addressing concerns or issues

Ensured that all transactions are accurately recorded and that the correct change given to the customer

Adhering to store policies and procedures, including security protocols and safety measures

3. Institution:

Central University of Technology,
Bloemfontein Campus

Period:

06 February 2017 - 29 November 2019

Position:

Student Assistant

Duties:

Designed and graded coding assignments based on course content to support student learning

Responsible for supplementary instruction classes to reinforce course material and help students master difficult concepts

Assisted students during practical classes by debugging code and providing coding guidance

Provided one-on-one assistance to students for coding, software and other technical issues

Provided hands-on support and guided students in troubleshooting hardware issues when present

Installed, updated and configured academic software on students' personal laptops to ensure compatibility and functionality

Supported students in a separate class with Microsoft Office Suite applications

REFERENCES

1. Name: Mrs Susanna Ehlers
Department: Department of Justice and Constitutional
Development, FS: Provincial Office
Position: Director Court Operations
Tel Number: +27 51 407 1802 / +27 51 407 1800
Phone Number: +27 81 017 3072

Name: Mrs Koleka Nkonyeni
Department: Department of Justice and Constitutional
Development, FS: Provincial Office
Position: Deputy Director Facility And
Administration
Tel Number: +27 51 407 1897 / +27 51 407 1800
Phone Number: +27 60 547 7310 / +27 62 376 3815

Name: Mr Modia Moloi
Department: Department of Justice and Constitutional
Development, FS: Provincial Office
Position: Messenger (Co-worker)
Tel Number: +27 51 407 1819 / +27 51 407 1800
Phone Number: +27 81 391 5475

2. Name: Ms Amanda
Company: Checkers, Fleurdal Mall, Bloemfontein
Position: Checker Manager
Tel Number: +27 51 501 4800

3. Name: Mr André van der Walt
Institution: Central University of Technology,
Bloemfontein Campus
Position: FEBIT ECP Coordinator & Senior Lecturer
Department: Faculty of Engineering and
Information Technology
Office: BHP 142
Tel Number: +27 51 507 3258
Phone Number: +27 84 731 1448

4. Name: Mr Tobi Connoway
Institution: High School Bloemfontein
Position: School Principal
Tel Number: +27 51 443 1613 / +27 51 443 4900