

# Andile Ntshangase

## CONTACT

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## PROFESSIONAL EXPERIENCE

### Ignition Group Ltd | 2021

Customer Service

- Assist customers with inquiries and provide accurate information.
- Handle complaints and resolve issues promptly.
- Build positive customer relationships with empathy and professionalism.
- Recommend products/services and support sales when needed.
- Keep records of interactions, orders, and accounts.
- Work with team members and suggest process improvements.

### Unicef | 2023 - 2024

Voluntary

- Supported awareness campaigns on children’s rights, health, and education.
- Assisted in fundraising events and community outreach programs.
- Helped with administrative tasks, data entry, and event coordination.
- Engaged youth and encouraged participation in UNICEF initiatives.
- Contributed to field activities, including distributing supplies and supporting workshops.

## EDUCATION

### Durban University of Technology | Current

Bachelor in B Information & Communication Technology

- Software Developer
- Data Scientist
- Data Analyst

### Matriculant | Completed

Nsikayendlu High School

## CERTIFICATES

### Full Stack Development (FNB) | 2025

FNB Organisation

### introduction to Cybersecurity | 2024

Cisco

### Microsoft Copilot | 2025

Microsoft Office