Lungelo Mavundla
Software Developer

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Professional Summary

Enthusiastic and driven IT Support Assistant and aspiring Front End Software Developer with over four years of experience in customer service, technical support, and digital systems. Currently studying towards a Certificate in IT Software Development through a 6-month program at Code Space Academy, with a strong focus on front-end development using HTML, CSS, JavaScript, and React.js.

Proven track record of delivering exceptional customer support through email, chat, and calls—most notably as a Customer Service Representative for the Vudu campaign at DashBPO, where I utilized Salesforce CRM to assist with refunds, password resets, technical troubleshooting, and Disc-to-Digital conversions. I also have hands-on IT support experience from a local internet café, where I helped customers with basic PC tasks, software issues, and handled transactions using a POS system. These roles sharpened my ability to think critically, solve problems efficiently, and communicate clearly in both technical and non-technical environments.

Now transitioning into the software development field, I bring a unique combination of technical curiosity, customer empathy, and problem-solving skills. Passionate about creating clean, responsive, and user-friendly web interfaces, I am committed to building my career as a front-end developer and contributing positively to modern, innovative teams. With a strong foundation in IT support and a growing software skill set, I'm ready to add value through reliable code, continuous learning, and a user-first mindset.

Technical & Professional Skills

Front-End Development

- Proficient in **HTML**, **CSS**, and **JavaScript** for building responsive, interactive user interfaces
- Currently learning **React.js** to develop dynamic, component-based web applications

- Familiar with **web development best practices**, including mobile-first design and browser compatibility

Software & Tools

- Experience using **Salesforce CRM** for managing customer interactions and service tasks
- Comfortable with **Point of Sale (POS)** systems for handling transactions and user logs
- Basic knowledge of **Git** and **GitHub** for version control and code collaboration
- Familiar with **Visual Studio Code**, **Chrome DevTools**, and other development tools
- Exposure to **software installation, updates, and system maintenance**

IT Support & Troubleshooting

- Skilled in basic **technical support**, including PC setup, software troubleshooting, and internet issues
- Experience assisting users with **password resets**, **account recovery**, and printing/scanning tasks
- Knowledge of **basic networking**, connectivity solutions, and peripheral device support

Communication & Collaboration

- Strong written and verbal communication skills developed through years of customer support
- Ability to explain technical concepts clearly to non-technical users
- Collaborative team player with experience working in both customer-facing and back-end environments
- Excellent **problem-solving** and **critical thinking** skills; calm and solution-focused under pressure

Additional Strengths

- Fast learner with a proactive mindset and willingness to take on new challenges
- Highly organized, dependable, and able to manage tasks in fast-paced work environments
- Strong sense of responsibility and commitment to delivering quality service and results.

EDUCATION

Certificate in IT Software Development (In Progress)
Code Space Academy | 6-Month Program
Expected Completion: November 2025
Focus: Front-End Web Development, Programming Fundamentals, HTML, CSS, JavaScript, React.js, Git, and Software Development Life Cycle.
Will be awarded a Certificate in IT Software Development upon completion.

National Senior Certificate (Matric)
Florida Park High School | Completed: 2020
Core Subjects: Mathematical Literacy, English, Economics, Business Studies, Tourism, Setswana, Life orientation.
Achieved full Matric certification (Diploma)

PROJECTS PORTFOLIO

*https://github.com/26Starboy/--BEGINNER-FRIENDLY-EXPENSE-TRACKER--

*https://github.com/26Starboy/LUNMAV25489_fto2505_B_Lungelo-Mavundla_SDF_Portfolio-Piece

*https://github.com/26Starboy/system-prompts-and-models-of-ai-tools

PROFESSIONAL EXPERIANCE

IT Support Assistant
Local Internet Café: Mpumi's Internet Cafe | 2023 – Present
Contact Number: +27 63 256 5035
Email address: nogaganompumelelo5@gmail.com
Reference: Supervisor Nompumelelo Nogaga

- Provided hands-on technical support for customers using PCs and internet services
- Assisted with printing, scanning, browsing, and basic software troubleshooting
- Helped maintain and update computer systems and ensured smooth daily operations
- Resolved connectivity issues and supported password resets and basic IT queries.
- Handled front-desk duties, logged user time, and processed payments via POS system
- Created a friendly and safe digital environment for community members
- Gained practical exposure to user support, basic networking, and system maintenance

Customer Service Representative –Vudu Campaign
DashBPO | 2022 – 2023
Email address: Khoza.Naima@golfnow.dashbpo.com
Reference: Supervisor Naima Khoza

- Delivered multi-channel support (calls, emails, and live chat) using Salesforce CRM
- Assisted customers with account issues, password resets, refunds, and billing inquiries
- Handled technical troubleshooting related to Vudu's digital platform and services
- Managed Disc-to-Digital conversions and guided users through digital processes

- Maintained high customer satisfaction by resolving issues efficiently and professionally
- Adapted quickly to system updates and new customer service protocols

Waiter
Kwa Skero (Local Eatery) | 2020 – 2021
Contact Number: +27 74 044 8904 (Note: This number is listed on their Instagram as the primary contact.)

- Greeted and served customers in a busy, informal kasi environment
- Took and delivered food and drink orders accurately and promptly
- Handled cash and card payments using a POS system
- Cleaned and reset tables, assisted with food prep, and ensured customer satisfaction
- Provided friendly service while multitasking in a fast-paced setting
- Maintained hygiene and followed food safety practices

Career Focus & Future Contribution

With a strong foundation in customer service, technical support, and a growing skill set in front-end software development, I am fully committed to transitioning into the software development field—specifically in building intuitive, responsive, and user-friendly web applications. My career journey, which began in high-paced support environments, has equipped me with the communication, problem-solving, and user empathy skills that are vital in software teams today.

Currently completing a Certificate in IT Software Development at Code Space Academy, I am focused on mastering HTML, CSS, JavaScript, React.js, and Git. This program has deepened my understanding of both the technical and collaborative aspects of software engineering. Combined with my real-world experience using systems like Salesforce and providing hands-on tech support in a local internet café, I am prepared to enter a professional development environment where I can contribute from day one.

I am eager to join a forward-thinking team where I can apply my skills, continue learning, and grow into a capable front-end developer. My goal is to build meaningful digital experiences while continuously improving as a developer, a teammate, and a problem-solver.