Oageng Moche

UMUZI DATA SCIENCE RECRUIT

MATHEMATICS AND COMPUTER SCIENCE STUDENT

PROFILE

Umuzi Data Science recruit and a Mathematics and Computer Science student on a path and journey of learning more about coding, system and software design and development, and computer and data science. I enjoy the world of data and delving deep into finding insights, collaborating with others to continually learn and improve my knowledge and skills and can be adept and flexible when it comes to adjusting to the needs, demands, and changes of the work environment.

EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

Amazon Development Centre (South Africa) Pty Ltd
July 2020 – August 2021

Amazon Retail and Amazon Fresh: Responsible for responding to customer inquiries. Responsible for reviewing previous inquiries and responses to questions. Gathering and researching information that would assist in resolving customers' inquiries. Assembling and forwarding information in relation to the customer's inquiry. Verifying customer's understanding of the information and resolution provided. Assist customers with purchases, product information, refunds and returns of unwanted, defective, or unused products, services, and subscriptions.

Amazon Logistics (SDS): Service and delivery support facilitating the flow of information between different internal and external customers and clients. Resolving any potential issues that impacts customer experience and delivery performance. Providing timely resolution to delivery issues by researching using internal tracking and mapping tools. Providing customers with information regarding pending deliveries and return of items and orders. Escalating customer and driver complaints and grievances arising from deliveries and interactions with customers, delivery drivers and partners. Ensuring successful deliveries of orders, products, and services when amendments are made to delivery preferences by customers.

VACATION WORK TRAINING

Coca-Cola Beverages South Africa
July 2019

Vacation work training where I was exposed to the engineering work environment. This training involved acquiring knowledge and skills regarding the day-to-day work environment and the projects that senior engineers undertook. Assistance in planning for new projects that the company undertook. Evaluating the design, development and maintenance of the machinery used for production of beverages on site.

CONTACT

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🌐 https://github.com/AgiMoche

ABOUT ME

I am a confident, diligent, and hard-working individual with a vigorous and optimistic approach to life and my work. I aim to consistently produce only the best results and constantly strive to learning more about my work environment. I have a passion for using my analytical and mathematical skills to solve problems.

EDUCATION

UNISA
March 2024 – Present
Bachelor of Science Mathematics and Computer Science

Umuzi Academy
November 2023 – Present
National Certificate in Information Technology (System Development) (SAQA ID 48872)

UNISA
March 2023 – October 2023
Higher Certificate in Mathematics and Statistics (with distinction)

Stellenbosch University
January 2017 – Incomplete
BEng (Mechanical)

Elandspoort High School
November 2016
National Senior Certificate – Grade 12

SKILLS

ACHIEVEMENTS

- 5 Distinctions in National Senior Certificate subjects
- Dux learner in grade 12