AMKELWE LUBAVU

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Github:github.com/Amke0501| Cape Town

Aspiring Software Developer

Aspiring Software Developer with hands-on training in HTML5, CSS3, and Git/GitHub through Cisco certifications and current Software Development studies at Melsoft Academy. Experienced in client-facing roles and corporate travel operations, specializing in itinerary management, attention to detail, and problem-solving.

EDUCATION & CERTIFICATIONS

Software Development (NQF 5) – In Progress, **Melsoft Academy,** South Africa | Expected 2026

Bachelor of Administration (Public Management & International Relations) – University of Pretoria, 2021

Certifications: Cisco HTML & CSS Essentials

TOOLS & TECHNOLOGIES

- **Programming Languages:** HTML,CSS
- **Tools & Platform**s: GitHub, Visual Stud
- **Google/Microsoft Suite:**Google Docs, Sheets, Slides, Microsoft Word, Excel, PowerPoint, Outlook

PROFESSIONAL EXPERIENCE

International Travel Specialist – *Meridian Travel Services* **| Cape Town, South Africa | Aug 2023 – Present**

- Arrange full-service bookings: flights, hotels, cruises, ground transport, and tours.
- Manage quotes, bookings, modifications, cancellations, and post-travel support with precision.
- Utilize Amadeus GDS for ticketing and itinerary management.
- Resolve disruptions quickly while ensuring customer satisfaction.
- Issue accurate invoices and maintain detailed financial records.

Corporate Travel Consultant – *Amex GBT – Egencia (via Webhelp)* **| Cape Town, South Africa | Oct 2022 – Aug 2023**

- Managed complex corporate itineraries, focusing on last-minute adjustments.
- Coordinated booking of conference rooms, trains, ferries, cars, and ground transport.
- Delivered personalized travel solutions for high-profile clients (PepsiCo, Mercedes-Benz, L'Oréal).
- Liaised with hotels and vendors to confirm bookings and ensure client satisfaction.
- Maintained strong client relationships and resolved travel issues promptly.

Customer Service Consultant – *SSE (via Teleperformance)* **| Cape Town, South Africa | Sept 2021 – Sept 2022**

- Delivered excellent customer service for electric and gas client accounts.
- Resolved inquiries, complaints, and escalations with professionalism.
- Scheduled appointments accurately and maintained client data.
- Ensured consistent client satisfaction through clear communication and empathy.

PROJECTS:

The Strand Diner – Restaurant Menu Page: Built and deployed a static restaurant menu webpage showcasing layout structuring and custom styling.

GitHub Link: https://github.com/Amke0501/the-strand-diner

Group Portfolio Website (Team Project):

Collaborated with peers to build a multi-page portfolio using HTML, CSS, and version control workflows.

GitHub Link:https://github.com/Brendon-btd/Team-Portfolio-Website-group-

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References

Available upon request.