

ASIVE MNGQENGE

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PROFESSIONAL SUMMARY

Results-driven Software Developer and Technical User Support Professional with over 3 years of combined experience in software development, technical support, and system maintenance. Proficient in .NET (C#), ASP.NET MVC, Django, Spring Boot, and PHP. Skilled in developing, testing, and deploying web applications, integrating databases, and providing hands-on IT support for hospital management systems. Strong background in troubleshooting, and collaboration across multi-disciplinary teams to ensure high-quality technical solutions.

TECHNICAL SKILLS

- Languages: C#, Java, C++, Python, JavaScript, HTML5, CSS, Angular
- Frameworks & Technologies: .NET 8.0, ASP.NET Core MVC, Django, Django REST Framework, Spring Boot, Laravel, Bootstrap, APIs
- Databases: Microsoft SQL Server, PostgreSQL, MySQL
- DevOps & Tools: Git, GitHub, GitBash, Jira, cPanel Deployment
- Cloud & Platforms: Microsoft SharePoint
- Web & CMS: WordPress (Divi, Elementor, Event Espresso), Moodle
- Data Visualization: Power BI, Pandas, Matplotlib, Plotly, Jupyter Notebook, Anaconda
- Support Tools: Freshworks, AnyDesk, TeamViewer
- Software Practices: OOP, Agile/Scrum, CI/CD

SOFT SKILLS

- Clear written & verbal communication, presentation skills
- Customer service & client support (email, chat, phone)
- Analytical troubleshooting & problem-solving
- Collaboration, adaptability, conflict resolution
- Time management, multitasking, flexibility
- Leadership: supervising teams, mentoring interns & learners

EXPERIENCE

Department of Health | South Africa

Technical User Support | May 2025 – Present

- Provide end-user technical support including troubleshooting networking issues and restoring connectivity.
- Manage hospital health management systems (HMS), ensuring staff registration and secure access.
- Handle password recovery, system updates, and application support tickets.
- Perform Windows and operating system updates, ensuring all devices are secure and up to date.
- Reboot systems and perform post-update checks to verify system stability and performance.
- Collaborate with ICT teams to maintain system integrity and improve user experience.
- Deliver training sessions for healthcare staff on digital systems and IT best practices.
- User Access Management: Process new user access requests, modifications, and removals for finance and HR systems in line with documented procedures. Maintain accurate access records for compliance purposes.
- First-Line Support: Serve as the first point of contact for user questions and issues. Provide basic troubleshooting and escalate complex problems to senior staff or vendors.
- Customer Service: Respond to requests in a friendly, professional, and timely manner, ensuring employees have the tools and access they need.
- Ticket Management: Track, update, and close support requests in ServiceNow, ensuring proper documentation of actions taken.
- Onboarding Support: Assist with setting up accounts and providing basic system navigation guidance for new employees.
- Compliance Assistance: Support audit activities by gathering requested access lists, screenshots, or reports.
- Documentation: Maintain up-to-date step-by-step guides, FAQs, and access request procedures.
- Collaboration: Work closely with finance, HR, and IT teams to ensure smooth system operations.

SKILLS:

- Customer-focused mindset with a willingness to help others.
- Proficient in Active Directory user management, IP address configuration, and TCP/IPv4 setup.
- Good organizational skills for tracking requests and follow-ups.
- Ability to stay calm and professional when resolving user issues.

- Strong attention to detail and adherence to established processes.
- Clear and friendly communication skills for working with internal customers.
- Familiarity with Microsoft Excel and ability to learn new software applications quickly.
- Knowledge of Windows updates, operating system maintenance, and rebooting procedures.
- Eager to learn and support financial and HR systems with on-the-job training.

PAICTA (NPO) | East London, South Africa

Software Developer (Contract) | May 2022 – March 2025

- Designed, developed, and deployed applications using .NET, Python/Django, and WordPress.
- Built and optimized database schemas in SQL Server, PostgreSQL, and MySQL.
- Integrated RESTful APIs and cloud solutions via cPanel.
- Conducted code reviews and mentored interns on WordPress, Django, and front-end development.
- Developed data visualization dashboards using Power BI, Pandas, and Plotly.

Deviare | Johannesburg, South Africa

Java Full Stack Intern (Contract) | April 2021 – March 2022

- Developed and maintained applications using Java, Spring Boot, and RESTful APIs.
- Implemented DevOps practices using Docker and Git for version control.
- Participated in Agile sprints and utilized Jira for project tracking.
- Assisted in cloud deployment and database optimization.

KEY ACHIEVEMENTS

- Led technical support operations at healthcare facilities, improving response times.
- Guided multiple cohorts of interns and learners, enhancing technical and industry readiness.
- Led coding and robotics training for learners during the SITA Coding and Robotics Challenge 2023.
- Managed web development and ticketing systems for AfriCHI2023 4IR International Conference.

PROJECTS BUILT

- Course Offering System (Laravel & MySQL) – CRUD web app for user registration and course selection.

- Internship Recruitment System (P3AY) – Django-based youth recruitment platform with profile automation.
- E-commerce Website (ASP.NET Core MVC + SQL Server) – Full-stack app with authentication and payments.

SOME OF THE LIVE PROJECTS ON WORDPRESS

- <https://paicta.co/>
- <https://otacs.co.za/>
- <https://paicta.org/>
- <https://paicta.com/>

EDUCATION

Walter Sisulu University | East London, South Africa

Advanced Diploma & National Diploma in Information and Communications Technology in Applications Development (Software Development) | 2017 – 2020

CERTIFICATIONS

- Analyzing Data with Microsoft Power BI – Expired
- Data Engineering on Microsoft Azure – Expired

REFERENCES

Nosipho Mavuso | Walter Sisulu University | 073 591 5564 | nmavuso@wsu.ac.za

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