

## AZOLA QAKAQU

**Address:** 12 Maroela Street, Delft, Cape Town, 7100

**Cell No:** 078 476 9721

**Email:** azolaqakaqu@gmail.com

**LinkedIn:** [www.linkedin.com/in/azola-qakaqu-b82320234](https://www.linkedin.com/in/azola-qakaqu-b82320234)

**Portfolio:** <https://azola-portfolio.onrender.com/>

**Driver's License:** Code 10

**Languages:** English, Xhosa and Zulu

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### Professional Summary

Driven IT professional with expertise in software development, technical support, ticket management, and project coordination. Skilled in troubleshooting hardware, software, and network issues while ensuring SLA compliance and streamlining workflows. Proficient in SQL and database management for efficient data analysis and reporting. Experienced in e-learning facilitation, AI project development, and collaborative team environments. Passionate about leveraging technology, automation, and data-driven solutions to deliver impactful results.

### Education

**Walter Sisulu University** - National Diploma in Information Technology – 2021

**Attwell Madala High School** - National Senior Certificate (Grade 12) - 2014

### Certifications

- **Web & Software Certificates** - [View Here](#)
- **Technical Support Certificates** - [View Here](#)
- **AI Bootcamp Certificates** - [View Here](#)
- **Professional Development Certificates** - [View Here](#)

### Professional Experience

#### CAPACITI

Technical Support Associate | Apr 2025 – Present

- Provide technical support across hardware, software, and network environments, troubleshooting user issues and escalating complex problems as needed.
- Apply knowledge from IT and AI training modules to real-world scenarios in CAPACITI's work-based learning program.
- Build and deploy AI Bootcamp prototypes using no-code platforms (GlideApp, Adalo, Make) and integrate AI APIs (Cohere, Hugging Face) for automation and educational content generation.
- Design and test automated data workflows for YouTube comment scraping, including parsing, sentiment analysis, recommendations, and reporting using Python.
- Develop interactive dashboards and web apps with Python, Streamlit, and Flask, integrating AI-powered sentiment analysis and data visualization.
- Collaborate with team members to research, plan, develop, and present projects aligned with client or sector-specific needs.
- Complete training and earn certifications in Technical Support, Artificial Intelligence, and Professional Development.

## **Western Cape Education Department (Metro North District)**

E-Learning Graduate Intern | Apr 2023 – Mar 2025

- Gained exposure to BMC Remedy by checking assigned calls, tracking group tickets, and learning proper call resolution procedures.
- Configured and maintained Vodafone dongles, routers, and connectivity setups; installed and updated software to ensure system optimization.
- Provided 1st and 2nd line technical support, including Wi-Fi and Ethernet troubleshooting, software maintenance, and device management.
- Conducted ICT audits, assessed school technology use, and provided improvement recommendations.
- Utilized Google App Scripts, Google Analytics, Microsoft Office, and Google Workspace to manage data capturing, digitization, and collaboration, streamlining workflows and enhancing efficiency.
- Provided e-support on MS Teams online sessions (winter school and spring school) and facilitated e-learning training on Microsoft and Google products.
- Created digital resources, instructional video manuals, quizzes for educational tools, and awareness materials.
- Produced media content for social platforms and maintained effective project coordination

## **Coega Development Corporation**

ICT Research and Strategy Intern (Software Developer) | Mar 2022 – Jul 2022

- Provided support via Coega Support Desk, attended to logged tickets, and resolved technical issues within SLA requirements.
- Troubleshoot hardware, software, and network issues, escalating complex problems as needed.
- Assisted in creating the front-end for the Coega website using HTML, CSS, and Bootstrap.
- Managed content on the Coega website and intranet using WordPress.
- Provided remote technical support via AnyDesk.
- Debugged systems using JustDecompile and managed MySQL databases.
- Administered MySQL databases for marketing and system user needs.
- Coordinated with clients, business analysts, and software developers to ensure timely resolution of requests.
- Assisted in the creation of Car Booking and Integrated Management systems using SharePoint.

## **Magebevu Primary School**

Education Assistant | Nov 2021 – Feb 2022

- Assisted in teaching Grade 5 and 6 Social Sciences and supported learners in reading and writing programs.
- Performed administrative tasks, including operating and maintaining printing equipment.

## **PEP Stores**

Sales Assistant | Oct 2016 – Oct 2021

- Delivered exceptional customer service at till points and across store departments as a cashier and merchandiser, maintaining an organized inventory.
- Supported stock management, including receiving, counting, and storeroom management.

## Technical Skills

- **Technical Support & Networking:** 1st/2nd line troubleshooting, hardware/software maintenance, ticket management, SLA compliance, Wi-Fi/router setup, domain configuration.
- **Web & Software Development:** HTML5, CSS3, Bootstrap, SharePoint, Flask, Django, Java, Python, VB.NET, Visual Basic, JavaScript; front-end and back-end development.
- **Database & Data Management:** SQL, MySQL, Microsoft Access; data analysis, reporting, workflow automation.
- **AI & Automation:** Cohere, Hugging Face, no-code platforms (GlideApp, Adalo, Make), sentiment analysis, AI-powered dashboards.
- **Collaboration & Project Management:** Microsoft Office 365, Google Workspace; documenting scope, managing timelines, e-learning facilitation.
- **Media Production:** Filming, video editing (Clipchamp, CapCut), graphic design (Canva), presentations (PowerPoint).

## Projects

- **Cars.co.za | Sentiment Analysis Dashboard |2025|**  
Built a dashboard to scrape and analyze YouTube comments, providing actionable insights using NLP. **Tech Stack:** Flask, Python, Render.
- **Sentiment Analysis Dashboard |2025|**  
Developed a tool to analyze texts, reviews, and comments for insights using NLP. **Tech Stack:** Flask, Python, Streamlit.
- **AI Resume Builder |2025|**  
Created an AI-powered tool to generate ATS-optimized resumes. **Tech Stack:** Lovable, Make, AI APIs
- **Water Incident Reporting Tool | 2025|**  
Developed a web app for reporting water service issues with location and image support; included custom ID number authentication and an admin dashboard. **Tech Stack:** Django (SQLite for development, PostgreSQL for deployment), Python, HTML5, CSS3, JavaScript
- **Coding and Robotics Support |2023 – 31 March 2025|**  
Assisted in lesson planning and delivering training with Reach Robot, Micro:Bit, Lego Spike, and Blue-Bot.
- **Mathematics Curriculum Online (Green Shoots) |2023 – 31 March 2025|**
- Oversaw program implementation, troubleshooting, report analysis, and participation tracking.
- **CPU Modification and Wooden Encasement Project |2018|**
- Led a team to design a functional wooden computer enclosure, showcasing hardware modification skills.

## References

- **References available upon request**