



Sinothile Princeton Khumalo

Address: St Andrews Street, Nova Natalia, Durban, 4001, KwaZulu-Natal
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Available: Immediately

Objective

I am eager to join a collaborative work environment and learn everything I can about the latest in design and technology. As a fast learner and team player, I would thrive anywhere.

Work Experience

Junior Laptop and Smartphone Repair Technician 16 May 2023 – Present

Self-employed

- Test, diagnose, troubleshoot and repair smartphones, tablets, computer and laptops.
- Provide repair and replacement estimates for the customer.
- Communicate with the customer to explain technical issues in an easy to understand, helpful manner.
- Open and close duties, as well as regular cleaning and dusting.

Junior IT Technician Support March 2022 – Feb 2023

Africa learn College (End-Of-Contract)

- Installation of PC hardware.
- Check and maintain computer hardware such as mouse's and keyboards.
- Install, configure and manage software and their functions according to specifications.
- Maintaining local networks.
- Ensure security and privacy of networks and computer systems.
- Assist in and plan training, development and education for new software and hardware.
- Troubleshoot to identify and resolve problems in a timely manner
- Maintain records/logs of repairs and fixes.
- Maintain hardware and software inventory.
- Identify computer or network equipment shortages and place orders when necessary.

Key Achievement: Solved 99.2 of level 1 tech support without needing to escalate to level 2 tech support engineers or any kind of external assistance.

Junior IT Technician Jan 2021 - Present

Self-employed

- Install and maintain computer operating systems, hardware, and software packages.
- Provide technical assistance and resources on a regular basis.
- Applied expert knowledge of Android system frameworks to solve novel problems.
- Uphold technology procedures in coordination with information technology teams.

Junior Software Developer Mar 2019 - Dec 2020

SikephiApp Pty Ltd (End-Of-Contract)

- Developed native Android applications and frameworks using Java.
- Defined and implemented robust app architectures and complex user interfaces.
- Applied expert knowledge of Android system frameworks to solve novel problems.
- Collaborated with designers, developers and product managers to build great experience.

Key Achievement: Designed a transportation app concept for commuters that went on to win 2nd best app in Govtech Hackathon Competition in 2019.

Assistant Admin (Work Integrated Learning Program) Apr 2018 - Feb 2019

Tokiso IT Pty Ltd

- Drafted 10+ emails daily for clients and customers regards to company products and services.
- Communicated with staff to schedule meetings and assist them as needed.
- Answered and redirected incoming external and internal calls, ensuring call waiting time was kept below company target of four minutes.
- Scheduled appointments for and managed the calenders of 2 members of B2B sales team.

Key Achievement: Exceeded the company expectations as we managed to win a seed funding for transportation app for commuters from SEDA collaborating with Smart Exchange.

Education

Certificate:	Advanced Laptop and Smartphone Repairs Zenotha IT Solutions, KwaZulu-Natal	2023
Certificate:	IT Technical Support Careers IT- Umhlanga, KwaZulu-Natal	2019
Certificate:	Diploma in Information Technology (Software Development) Oval International Computer College – Durban, KwaZulu-Natal	2018
Certificate:	Matriculation Mbopha High School – Hlabisa, KwaZulu-Natal	2012

Other Details

IT proficiency:	Microsoft Office Suite (experienced with Oracle)
Languages:	Proficient in IsiZulu and English
Drivers Licence:	C1 with PDP

Skills

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- Flexible,
 - Attention to detail and accuracy,
 - Good Time Management,
 - Good verbal and written communication,
 - Excellent Interpersonal skills,
 - Team player as well as the ability to work independently and under pressurized situations.
 - Html5, Css3, Bootstrap, JavaScript, php7, java and MySQL.
 - Strong troubleshooting and analytical abilities.
 - Strong familiarity with workstation setup and computer hardware and software applications.

Certifications

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| • Time management for Professionals | 10 Aug 2021 to Present |
| • Google IT Support Professional Certificate | Jan 2021 to Present |
| • Google Ads Certification | Jan 2021 to Present |
| • Dynamic Web App (Coursera) | Dec 2020 to Present |
| • JavaScript Course (Solo learn) | 09 July 2020 to Present |
| • Java Course (Solo learn) | 08 July 2020 to Present |
| • SQL Course (Solo learn) | 08 July 2020 to Present |
| • Html Course (Solo learn) | 07 July 2020 to Present |

References

Mr Zenzele Mbatha, Zenotha IT Solutions (Pty) Ltd	Managing Director	067 205 8371
Mr Mxolisi Doncabe, SikephiApp (Pty) Ltd	Back-end Developer	084 367 7199
Mr Zenzele Mbatha, Careers IT	Facilitator	067 205 8371