

Bongiwe Ntshantsha

✉ bongiwentshantsha@gmail.com ☎ 0761114366 📍 Johannesburg, South Africa ♀ Female 🇿🇦 South African
🌐 LinkedIn 🐙 GitHub

👤 PROFILE

An aspiring software developer with a creative and technical mindset. Skilled in software development, collaborative teamwork, and analytical thinking. Highly adaptable and motivated, with strong communication skills and a keen eye for detail. Quick to learn and able to thrive in dynamic environments, with a proactive approach to both teamwork and independent work. Outside of tech, I have a natural sense of style and an interest in fashion styling, which fuels my creativity. I'm eager to contribute my skills, learn from experienced professionals, and take on new challenges that push me forward.

🏢 PROFESSIONAL EXPERIENCE

CCI Customer Service Agent	Jan 2021 – Feb 2022 Durban, South Africa
<ul style="list-style-type: none">• Delivered exceptional customer support for Studio, a UK-based online shop, by efficiently handling order inquiries and assisting customers with purchases over the phone.• Built strong customer relationships through personalized service, ensuring order accuracy and resolving issues promptly to enhance satisfaction.• Worked closely with delivery services to proactively address delays, minimizing disruptions and improving overall customer experience.• Effectively managed high volumes of customer interactions while maintaining a professional and solutions-oriented approach.	

🎓 EDUCATION

Sivananda Technical High School National Senior Certificate	Jan 2016 – Jul 2021 Durban, South Africa
WeThinkCode IT(Systems Development)	Sep 2023 – Jan 2025 Durban, South Africa

🧠 SKILLS

Technical Skills

- **Problem-solving:** Analytical thinking, creative solutions, troubleshooting issues
- **Code Optimization:** Refactoring code for efficiency
- **Team Collaboration:** Agile (Kanban), GitLab for version control, team-based development
- **Software Development:** OOP, Python, Java, HTML, CSS, JavaScript, SQL, clean code practices
- **Testing and Debugging:** Unit testing, User Acceptance Testing (UAT), and Quality Assurance (QA) testing
- **Agile Methodologies:** Sprint planning, iterative development, continuous integration

Soft Skills

- **Adaptability:** Quick learner, flexible with shifts, and skilled in managing dynamic workflows.
- **Time Management:** Prioritizing tasks to meet deadlines efficiently.
- **Critical Thinking:** Analyzing situations and making informed decisions.
- **Teamwork:** Collaborating with diverse teams to ensure seamless operations.
- **Independence:** Can work autonomously, taking initiative to solve problems
- **Communication:** Effectively collaborates with others and conveys ideas clearly

🌐 LANGUAGES

Isizulu | English

🔗 REFERENCES

Thabiso Mbatha, Team leader
+27 61 447 4014