Kgotso Matjato

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EDUCATION

Central University of Technology NQF 7   **Advanced Diploma in Information Technology**

Central University of Technology NQF 6   **Diploma in Information Technology**

Welkom-Gimnasium High School NQF 4   **National Senior Certificate**

SUMMARY

I bring expertise in IT Technical Support, ICT Support, Web and Software Development, Merchandising and Sales. As a dedicated and self-assured IT professional with extensive experience in Software Engineering using C#, C, and Java programming languages. I am well-equipped to excel in IT roles that require technical proficiency, strategic problem-solving, and effective communication because I have a thorough understanding of PC Hardware Maintenance, Server Administration, and Computer Networking.

WORK EXPERIENCE

Kunene Health Care   **Bryanston, Sandton**

Radiology IT Technical Support   *Aug 2022 - Present*

• Delivering proficient technical support to hospital personnel for PACS and RIS systems, leading to a significant 95% reduction in system downtime.

• Diagnosing and resolving software and hardware issues while providing comprehensive support to over 150 hospital employees in Windows Server Management and Network Administration. This initiative resulting in a notable 40% improvement in user proficiency.

• Overseeing product support for a portfolio of 10+ radiology software applications, including those developed by industry leaders such as FUJIFILM, PHILIPS, SIEMENS, and AGFA.

Xgile-IT   **Ferndale, Randburg**

Full-Stack Java Developer Intern   *Mar 2022 - Mar 2023*

• Applied object-oriented programming (OOP) principles, including inheritance and polymorphism, to enhance code reusability within Java-based projects.

• Utilized Spring Boot, MongoDB and REST API to develop applications that efficiently process user requests, improving system performance by 90%.

• Engineered and fine-tuned the MySQL database schema through the application of encapsulation principles to ensure optimal design and performance.

Department of Education (DTDC)   **Welkom, Free State**
ICT Technical Support   *Jun 2021 - Jun 2022*

• Coordinated the implementation of hardware upgrades across 7 schools in the Lejweleputswa District, resulting in a 30% reduction in tech-related downtime and heightened educator satisfaction.

• Facilitated comprehensive Microsoft Office training sessions for a diverse audience of more than 120 educators and out-of-school youth, resulting in notable enhancements to productivity metrics.

• Crafted an Information and Communication Technology (ICT) operations manual with the aim of optimizing processes for forthcoming support teams, while concurrently contributing to the facilitation of the E-School programs.

Central University of Technology   **Bloemfontein, Free State**
IT Lab Assistant   *Oct 2021 - May 2022*

• Collaborated with faculty to streamline exam administration processes, resulting in an average reduction of 25% in grading time for all lab practical exams.

• Delivered continuous technical support to students for software programming assignments in C# and Database Management.

• Established a peer mentorship initiative within the software development classes, leading to a notable decrease in student drop-out rates and a concurrent rise in student pass rates.

CERTIFICATES

- Introduction to Cybersecurity
- Microsoft AZURE Fundamentals
- Java Full Stack Training and Development Programme
- AWS Solutions Architect Associate Training Programme

ACHIEVEMENTS

- FREE STATE TOP-20 CROSS COUNTRY 2008
- FIRST-TEAM ATHLETICS FREE STATE 2013, 2014, 2015
- BRONCE MEDALIST AT SA SCHOOLS CHAMPIONSHIPS 2014
- SILVER MEDALIST AT SA SCHOOLS CHAMPIONSHIPS 2015
- PROMOTION FROM **CASUAL ASSISTANT** TO **PERMENENT SALES & STORE ASSISTANT** AT TEKKIE TOWN STORE IN 2016

SKILLS

Java, C#, HTML, CSS, JavaScript, ICT Policies and Principles, Computer Server & IT Administration, Hardware & Software Troubleshooting, Software Development, Remote Desktop Environments, Virtual Environments, Database Management, Excellent Analytical Skills, Time Management, Good Communication Skills, Passionate, Flexible, Resilience, Innovative, Complex Problem Solving

SOFTWARE

GitHub, Android Studio, InteliJ IDEA, Visual Studio and VS Code, VMWare, MySQL, SQL Developer, Windows Server, PACS/RIS Systems, MS Office 365 Products and Services, Windows 7-11, Ticketing Management System