
Sithembiso Mdhuli

Software Developer

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Location: Johannesburg, Gauteng

Projects: codersthe.github.io

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PROFESSIONAL SUMMARY

Software Developer with a background in IT support and client-facing roles, now specializing in back-end development and cloud-based systems. Experienced in building interactive web applications with a focus on performance, security, and user experience. Proficient in Java, Python, and AWS, with hands-on exposure to tools like Docker, Git, and RESTful APIs. Known for quickly adapting to new technologies and delivering solutions that are both scalable and maintainable.

KEY SKILLS

- Java, Python, Javascript, Django, React, Flutter
- API Development (REST)
- Software Testing (Unit and Integration)
- Agile and Scrum Development
- Docker and Kubernetes
- SQL and NoSQL Databases (PostgreSQL, MongoDB)
- AWS (Lambda, S3, DynamoDB)
- CI/CD Pipelines and DevOps
- Git, GitHub, GitLab, JIRA, Excel

EDUCATION

Umuzi Academy, Remote / Johannesburg – *Certificate in Data Engineering*

WeThinkCode_, Johannesburg, Gauteng – *Certificate in Software Engineering*

University of South Africa, Johannesburg, Gauteng – *Bsc. IT Management (Completed 2nd Year)*

Rosebank College, Johannesburg, Gauteng – *Diploma in Business IT*

CERTIFICATIONS

- AWS Certified Cloud Practitioner – *Amazon AWS*
- McKinsey Forward Program – *McKinsey & Company*
- *Software Engineering Job Simulation* – *Forage*
- *Workstation Expert Specialist* – *Lenovo*

CAREER SUMMARY

Oasis Infobyte, Remote – *Software Developer Intern*

2023

- Built user-facing applications including a calculator, login authentication system, and a to-do list using HTML, CSS, and JavaScript.
- Applied principles of responsive design and secure user authentication, improving overall usability and UX.
- Gained hands-on experience in rapid development cycles, version control with Git, and debugging practices.

Altron Managed Solutions, Johannesburg, Gauteng – *Product Support Specialist*

2020 - 2022

- Delivered third-level remote and on-site technical support using JIRA to customers and field representatives across South Africa and neighboring countries, achieving 99% issue resolution within SLA timelines.
- Analyzed and forecasted monthly maintenance call rates using Excel trend analysis, identifying product failure and repeat service patterns that led to a 15% reduction in recurring issues.

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- Managed internal software libraries and implemented Git-based version control, ensuring reliable updates and reducing software-related downtime.
 - Led employee engagement initiatives tied to company productivity goals, increasing leadership program participation by 25% and contributing to improved team morale.

Apple Corporate Services, Johannesburg, Gauteng – *Key Account Manager*

2017 - 2019

- Built and maintained relationships with high-value clients through regular account reviews and CRM-driven insights, increasing customer retention by 25% and driving mutual business growth.
- Resolved critical client issues within 24–48 hours using structured escalation protocols, reducing escalation rates by 20% and boosting client satisfaction.
- Led and coached a cross-functional account team, implementing weekly KPI tracking and performance feedback sessions, resulting in a 35% improvement in service delivery.
- Revamped and automated the reporting process using Excel macros and stakeholder input, saving 10+ hours weekly and increasing reporting output by 25% month-over-month.

Apple Corporate Services, Johannesburg, Gauteng – *Technical Consultant*

2015 - 2017

- Delivered full-scope IT infrastructure and desktop application support for high-profile clients (e.g., Standard Bank, Nampak), ensuring operational continuity across enterprise environments.
- Conducted regular network and server maintenance using Active Directory and Windows-based infrastructure, improving system up-time by 15% and enhancing overall reliability.
- Executed data migration and recovery processes for enterprise clients, safeguarding critical information and reducing data loss risk by over 90%.