

# ZZIPHO KAKAZA

## SALESFORCE ADMINISTRATOR | JUNIOR SOFTWARE ENGINEER

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[personal website](#)

### SUMMARY

Hi, I'm Zizopho, a dynamic professional who blends full-stack development expertise (React, C #, .NET, Docker) with core CRM skills. Certified Salesforce Administrator and Agentforce specialist focused on optimizing enterprise workflows and leveraging AI for automation. Proven ability to deliver high-quality, inclusive (WCAG 2.1) solutions through collaborative Agile development.

### WORK EXPERIENCE

#### Full Stack Developer Trainee, Tangent Uk (remote) June 2025- Present

- Contributed to full-stack development using React (frontend) and C#/.NET with Umbraco CMS (backend), including skills in application containerization with Docker.
- Implemented and maintained responsive, accessible user interfaces following WCAG 2.1 accessibility guidelines.
- Gained experience in component-based architecture with React, improving reusability and maintainability.
- Supported backend integration tasks in Umbraco CMS, including content modeling, API connections, and configuration.
- Collaborated in an Agile, remote-first team, participating in code reviews, sprint planning, and daily stand-ups.
- Learned and applied best practices in accessibility, enhancing inclusivity for users with diverse needs.
- Strengthened skills in cross-functional collaboration, working closely with senior developers and designers to deliver features.

#### Salesforce Admin Intern, LC Aug 2024- May 2025

- Certified Salesforce Administrator and Salesforce AI Agent Specialist with hands-on experience in CRM configuration, data management, and automation. Proficient in
- Salesforce Agentforce, data analytics, and AI-driven customer engagement tools. Applied Salesforce and AI knowledge to optimize workflows, improve data accuracy, and support
- business decision-making. Strong competencies in data analysis, CRM administration, problem-solving, and team collaboration. Demonstrated ability to adapt quickly to new
- technologies and deliver results under tight deadlines.

- **Technical Skill Development & Application:**
  - Actively participated in a 4-month WIL Workshop program focused on empowering young women in technology, hosted by GirlCode X BetSoftware.
  - Engaged in weekly seminars covering Quality Assurance, Business Analysis, Software Engineering, Business Intelligence, and Cybersecurity, gaining foundational knowledge in these areas.
  - Analysed problems and collaborated with team members to develop and implement effective solutions within workshop projects.
- **Professional Development & Mentorship:**
  - Received mentorship from industry professionals, gaining valuable insights into technology and work-life balance, fostering empowerment and confidence.
  - Participated in workshops and presentations related to diverse technology projects, enhancing knowledge and practical skills.
  - Gained valuable interactions that create a solid professional foundation.

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## SKILLS

### Beginner: Introduction to Generative AI (Google Cloud Skills Path)

- Foundational Generative AI & LLMs: Acquired a comprehensive understanding of Generative AI, its core differences from traditional machine learning, and the fundamental architecture of Large Language models (LLMs). Learned to identify key use cases and apply prompt tuning to enhance LLM performance.
- Practical Prompt Engineering on Vertex AI: Gained hands-on skills in prompt design and engineering directly within Google's Vertex AI platform. Mastered techniques for crafting effective prompts to guide generative AI output, including multimodal prompting for image analysis using the Gemini model.
- Applied Responsible AI Principles: Developed a strong foundation in the principles of Responsible AI, learning to identify and apply Google's 7 AI Principles. Gained practical knowledge on how to implement these principles specifically within the Google Cloud ecosystem to build fair, accountable, and transparent AI solutions.

### Google AI Essentials (Google Skills Path)

- AI-Enhanced Productivity: Mastered the application of generative AI tools, including Gemini, to accelerate daily workplace tasks. Gained proficiency in using AI for drafting and refining professional communications, generating content for social media, and organizing research materials.
- Advanced Prompt Engineering: Developed systematic techniques for writing effective prompts to guide Large Language Models (LLMs). Acquired skills in iterative prompt refinement, few-shot prompting (providing examples to the AI), and chain-of-thought prompting to break down and solve complex problems.
- Strategic AI Integration: Learned to identify the optimal use cases for generative AI within business workflows, understanding both its capabilities and limitations. Gained hands-on experience integrating Gemini directly within Google Workspace.
- Responsible AI Implementation: Acquired a critical understanding of the ethical considerations in AI. Learned to identify and mitigate potential AI harms, including algorithmic bias, data privacy risks, and knowledge cutoff, ensuring the responsible and fair application of AI solutions.

## **Google Prompting Essentials (Google Skills Path)**

- Systematic Prompt Development: Mastered Google's 5-step prompt framework to consistently generate high-quality outputs. Learned to enhance prompts by defining persona and context, and applied four distinct iteration methods to systematically refine and improve AI-generated results for creative and analytical tasks.
- Advanced Prompting Techniques: Acquired proficiency in advanced methods for tackling complex, multi-step projects. Gained practical experience in prompt chaining (sequencing prompts), Chain-of-Thought, and Tree-of-Thought prompting to guide AI through intricate reasoning processes and create detailed project plans.
- Data Analysis and Multimodal Interaction: Utilized generative AI to analyze and extract key insights from complex datasets and documents. Gained skills in multimodal prompting, leveraging images and documents as inputs to generate targeted content, data visualizations, and presentation speaker notes.
- AI Agent Creation and Automation: Learned to design and create specialized AI agents for expert feedback and simulations. Developed the ability to build a reusable, personal prompt library to automate recurring tasks and apply meta-prompting techniques to generate new, effective prompts.

## **Building with AI (Google for Developers YouTube Series)**

- Gemini API Application Development: Gained practical skills in building applications using the Gemini API. Implemented Function Calling to enable the model to interact with external tools and APIs, and utilized JSON mode to ensure reliable, structured data output for seamless integration.
- Retrieval-Augmented Generation (RAG) Implementation: Learned the end-to-end process of building a Retrieval-Augmented Generation (RAG) system from the ground up. This includes the ability to ground model responses in specific, custom datasets to deliver factually accurate and context-aware answers.
- Agent Development with ADK: Acquired hands-on skills in building AI agents using Google's open-source Agent Development Kit (ADK). Learned to define agent architecture, manage execution with the Runner and Services, and debug locally using both the command-line interface (adk run) and the built-in web UI (adk web).

**Technical Skills:** Html, CSS, TailWind, Javascript, C#, Python, SQL, PHP, BigQuery SQL, SSMS, SQL WorkBench , PostgresSQL, ReactJs, TypeScript, Next,n8n ,google-AI-Studio ,Lovable, VertexAI, GeminiAPI

**Certifications:** Salesforce Administrator

**Soft Skills:**

- Good communication skills
- Problem-solving skills
- Aptitude to troubleshoot common software and hardware faults
- Experience working as a Salesforce Admin on a few projects
- Computer Literacy (MS Word, MS Excel, MS Outlook)
- Attention to detail
- Adaptability and flexibility
- Data entry

**IDE's used:** VsCode, Cursor, IntelliJ, pycharm, jupyter, Webstorm, Google collab.

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## EDUCATION

**Bachelor of Science in Information Technology**  
**Eduvos**

Feb 2022 - Dec 2024

- Specialisation in Software Engineering.
- Graduation Year: May 2025

### High School

**Cape Academy of Mathematics, Science and Technology**

Jan 2016 - Dec 2018

- Bachelors Pass
  - Subjects:
    - Mathematics
    - Physical Sciences
    - Information Technology
    - Life Sciences
    - English FAL
    - IsiXhosa HL
    - Life Orientation
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