

DUWAYNE BLOK

Port Elizabeth, 6059 | 063-103-1668 | duwayneblok01@gmail.com

GitHub: <https://github.com/DFBlok> | Portfolio: <https://portfolio-capaciti.vercel.app/>

PROFESSIONAL SUMMARY

I am a motivated and adaptable Information Technology graduate with hands-on experience in **IT support, hardware/software maintenance, networking fundamentals, and fullstack development**. Skilled in troubleshooting, documentation, and user assistance, with an introductory understanding of **cybersecurity best practices** and IT asset management. Flexible and willing to work shifts. Adept at collaborating in team environments and delivering solutions that meet user and business needs.

EDUCATION

Diploma in IT (Software Development)

Port Elizabeth

Nelson Mandela University,

2022

- Participated in Beyond the Classroom (BtC) leadership program
- Coursework: C# and .NET (Model-View-Controller), Python, Project Management

WORK EXPERIENCE

Zendesk CX Intern

Remote

CX Experts,

Nov 2025 – Present

- I gained experience building and configuring Zendesk instances including Talk/Voice, self-service, analytics, messaging and omnichannel support workflow.
- Contributed to improving operational efficiency and customer experience through AI-powered automation and unified support systems.

IT Support Associate

Port Elizabeth

Capaciti,

May 2025 – Present

- Studying and applying IT support fundamentals including hardware/software maintenance, ticketing workflows, and customer service best practices.
- Configured and prepared PCs/laptops for deployment according to standard installation procedures
- Assisted in software installations, updates, and basic network troubleshooting
- Documented IT procedures and support solutions for future reference
- Gaining exposure to AI tools, including Large Language Models (LLMs) and Generative AI.

Full-Stack Developer (Learnership) **Velisa Africa Academy,**
Remote **Jan 2024 – Oct 2024**

- Developed applications using the MERN stack (MongoDB, Express.js, React.js, Node.js).
- Delivered full-stack solutions integrating front-end and back-end technologies.
- Utilized Git/GitHub for version control and collaborative coding.
- Strengthened problem-solving, debugging, and time management skills.

PROJECT EXPERIENCE

Tutoring System **Group Project,**
Nelson Mandela University **2022**

- Designed and developed a functional tutoring platform with full documentation.
- Created project proposals, storyboards, and Software Requirements Specifications (SRS).
- Managed version control using GitHub and collaborated in a team environment.

Voice Access AI **Group Project,**
Capaciti **2025**

- Built to assist individuals who are visual and hearing impaired using React, TypeScript, Tailwind CSS and Loveable AI.
- I worked on the Image Analyzer feature of the project. You can Upload an image or Take a Photo.
- I built it using Gemini 2.0 Flash-Lite API.

Sentiment Analysis Dashboard **Group Project,**
Capaciti **2025**

- Developed a Sentiment Analysis Application that enables a user to upload or input text from various formats (CSV, DOCX, PDF) and receive analysis
- Application was created using Python, Streamlit, Pandas, etc.
- I was in charge of the coding part of this project. It was refreshing to code in Python again after working mainly with other technologies.

Helpdesk Simulation Project **Group Project,**
Capaciti **2025**

- Completed simulated IT Helpdesk environment handling over 10 real-world user tickets using Spiceworks Help Desk
- Troubleshoot issues related to password resets, Outlook synchronization, VPN, and shared folder access.
- Utilized Active Directory, Microsoft Outlook, Zoho Assist (remote session), and channels such as Teams chats and Emails.

- Developed structured ticket documentation and an individual reflection report, showcasing communication, problem-solving, and customer service skills.
- Demonstrated adherence to ITIL-inspired support processes, including incident categorization, prioritization and verification of user satisfaction.

CERTIFICATIONS

Information Technology Specialist – JavaScript (Certiport, 2024)

Generative AI with Large Language Models (Coursera, 2025)

Google IT Support (Coursera, 2025) – Covered hardware setup, operating system, networking, cybersecurity basics, troubleshooting (aligned with CompTIA A+/N+ fundamentals.)

IT Customer Support Basic ([Cisco, 2025](#))

TECHNICAL SKILLS

Programming & Frameworks: C#, Python, JavaScript, React.js, Node.js, Express.js, ASP.NET MVC, Dapper, MERN Stack, Next.js

Databases: MSSQL Server, MongoDB, PostgreSQL

Tools & Platforms: Git, GitHub, Botpress, Jira, Spiceworks Helpdesk, Zoho Assist

Networking & Security: Basic TCP/IP networking, OSI model, backup & restore procedures

Web Technologies: HTML, CSS, Bootstrap, Tailwind CSS

Operating Systems: Windows, Linux (basic)

Soft Skills: Problem-Solving, Communication, Teamwork, Adaptability, Willingness to work shifts

Languages: English, Afrikaans