

Mpendulo Maduna

Durban, KZN

Glenwood

4001

+27 66 444 9422

Professional Profile

I am a recent IT graduate with a diploma in Information Technology and a passion for solving technical problems. With hands-on experience in customer support and troubleshooting, I am eager to apply my knowledge, grow my skills, and contribute effectively as an IT Intern. My adaptable nature, attention to detail, and commitment to learning makes me a valuable addition to any team.

Work Experience

Adumo [May 2024 – Oct 2024]

CX 1st line Intern

- Provided remote support, resolving device and software issues, including basic networking (PinPads/Swiping machine)
- Managed and escalated calls using CRM for efficient issue tracking and assigning.
- Assisted clients with troubleshooting ensuring client satisfaction.

Education

Berea College Of Technology [2021-2023]

National Diploma in Information Technology

- **Modules:** Technical programming, Business Communication, System software, Internet Programming, Development Software, Web Development and Information System.
- **Projects:** University Management System, Library Management System, Gym Website, CISCO.
- **Average:** 69%

Technical Skills

- **IT Support:** Troubleshooting hardware and software issues.
- **Networking:** Basic understanding of protocols (TCP/IP, DNS)
- **Programming:** Basic knowledge of C++, C#, Java, Html, PHP, asp.net.
- **Software Tools:** M365, Salesforce, Air viewer (Remote)

Key Points

- Strong problem-solving and troubleshooting skills.
- Excellent communication and client service abilities.
- Adaptable and eager to learn new techniques and technologies.
- Reliable and Dependable with strong work ethics.

Certifications

- AWS Cloud Practitioner Essentials - Self-paced [Remote] (In Progress)
- Software Engineering scholarship - Self-paced [Remote] (In Progress)

References provided upon request.



Berea College of Technology

We certify that

MPENDULO MADUNA

ID Number: 9812145129085

having complied with the requirements of the
Higher Education Act and the Council on Higher Education (CHE),
was awarded the

Diploma in **Information Technology**

SAQA ID 24419

NQF LEVEL 6

at a congregation of the Institution
on **07 September 2024**


Rector




Registrar

Berea College of Technology (Pty) Ltd is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, and accredited by the Council on Higher Education (CHE). Registration Certificate No: 2000/HE07/D04.

DRIVING LICENCE
LAENSENSE YA KGWEETSO
CARTA DE CONDUCAO

SADC
ZA
SOUTH AFRICA

M MADUNA

ID No.: **02/9812145129085** **MALE**

Birth/Matsalo: **14/12/1998 ZA** Restr./Tek.: **0**

Lic. No./Nr. ya Lae: **4074000032H5** No.: **1**



Valid/Kamogalesego: **06/01/2023 - 05/01/2028**


Issued/Rebolswe: **ZA**

Code/Khoutu: **C1**

Veh. restr./Tek. ya ser.: **0**

First issue/Theboto ya ntsha: **18/03/2022**



**REPUBLIC OF SOUTH AFRICA**
NATIONAL IDENTITY CARD

Surname:
MADUNA

Names:
MPENDULO

Sex:
M


Nationality:
RSA

Identity Number:
9812145129085



Date of Birth:
14 DEC 1998

Country of Birth:
RSA

Status:
CITIZEN



Signature:



DRIVER RESTRICTIONS

0 None
1 Glasses / Contact lenses
2 Artificial limb

PROP. CATEGORIES

P Passengers
G Goods
D Dangerous goods

VEHICLE RESTRICTIONS

0 None
1 Automatic transmission
2 Electrically powered
3 Physically disabled
4 Bus > 16000 kg (GVM) permitted

A		A1		≤ 125 cc
B				GVM ≤ 3500 kg
C1				GVM ≤ 750 kg
C				GVM ≤ 16000 kg
EB		EC1		GVM > 16000 kg
EC		EC		



Conditions:

Date of Issue:

17 JAN 2023

This card has been issued by the
Department of Home Affairs in terms of the
Identification Act, Act 68 of 1997

If found please return to the Department of Home Affairs
For enquiry or verification purposes contact 0800 60 11 90

35827

120548075

