

DIMAKATSO MOLOKOANE

CONTACTS



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South Africa

DRIVING LICENSE



Driving license category
Code 10

ABOUT ME



I am a results-driven Informatics graduate with a diploma, currently pursuing an Advanced Diploma in Informatics. I possess a strong foundation in Project Management, Business Analysis, Database Administration, Systems Analysis, Database Design (SQL), Programming (Java), and System Testing. With hands-on experience as a Business Analyst, I excel in data analysis, process improvement, and project coordination. Recently, I completed an internship where I served in the roles of Scrum Master, Project Administrator, and Service Desk Coordinator, efficiently facilitating agile methodologies and driving project success through effective management and organization. I am now seeking opportunities to leverage my diverse experience and ongoing education to contribute to the success of forward-thinking organizations.

EDUCATION



DIPLOMA IN INFORMATICS

Tshwane university of
Technology | Pretoria
2023

65%+

ADVANCE DIPLOMA IN INFORMATICS

Tshwane University of
Technology | Pretoria
2025

MATRIC

Nomsa Secondary School
2019

PRINCE2 CERTIFICATION

Alison
2024

SOFTWARE TESTING FOR BEGINNERS

Cursa
2024

JIRA PROJECT MANAGEMENT

Great Learning
2024

DATA ANALYTICS FOR BEGINNERS

Cursa
2024

SKILLS



Project Management

Data Analysis

Advanced Computer literacy(including
Microsoft Office Suite)

Technical Support

Basic Java knowledge

Adaptability & Multitasking

Agile Methodologies

Customer Servicing

JIRA project management

Documentation

Administrative skills

Innovation & Problem Solving

Strong attention to detail

Excellent Communication and Interpersonal
skills

Public speaking and Presentation Skills

WORK EXPERIENCE



SERVICE DESK COORDINATOR

JAN 2024
AUG 2024

IT Master | Centurion

- Delivered exceptional first-line technical support, expertly categorizing and prioritizing incidents to enhance response efficiency and align with business impact.
- Resolved customer issues remotely and telephonically while upholding stringent SLAs and a high standard of professionalism.
- Improved the service desk knowledge base, optimizing documentation to decrease incident resolution time by 20%.
- Orchestrated escalations to key business units, ensuring rapid resolution of critical incidents.
- Developed and maintained comprehensive incident documentation, facilitating efficient troubleshooting and knowledge sharing.

PROJECT ADMINISTRATOR & SCRUM MASTER

SEP 2023
AUG 2024

ITMaster | Centurion

- Coordinated project activities by transforming complex projects into manageable tasks, ensuring timely delivery within budget constraints.
- Led Scrum teams, facilitating Agile processes and removing obstacles to enhance team productivity.
- Served as the key liaison between Scrum teams and stakeholders, enhancing collaboration and communication.
- Developed comprehensive project documentation to ensure clear communication and alignment across all teams.
- Managed budget planning for projects, optimizing resource allocation and ensuring strict adherence to financial constraints.
- Coordinated projects, ensuring timely delivery within budget constraints.

BUSINESS ANALYST

JUL 2023
SEP 2023

ICEP | Pretoria

- Collaborated in the development of an innovative web-based tool (SIMRA) for microbial risk assessment, enhancing water resource management.
- Utilized data analysis to uncover insights that fueled strategic decision-making and improved operational efficiency.
- Generated detailed reports for stakeholders, delivering actionable recommendations to optimize processes.
- Created and maintained precise documentation of system design and configurations for utmost accuracy and clarity.
- Participated in testing initiatives by developing test plans, executing tests, and identifying defects to ensure robust system functionality.
- Identified, documented, and monitored software defects using JIRA, facilitating seamless issue resolution.

LANGUAGES



English, Sesotho, Zulu

REFERENCES



SIYASANGA NKEBE

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