

DIMAKATSO MOLOKOANE

CONTACTS



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1406 Glassnose Street,
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EDUCATION



DIPLOMA IN INFORMATICS

Tshwane university of
Technology | Pretoria | Pretoria
2023

- 65%+

ADVANCE DIPLOMA IN INFORMATICS

Tshwane University of
Technology | Pretoria | Pretoria
2025

MATRIC
Nomsa Secondary School
2019

PRINCE2 CERTIFICATION

Alison
2024

JIRA PROJECT MANAGEMENT

Great learning
2024

POWER BI

Cursa
2024

DATA ANALYTICS FOR BEGINNERS

Cursa
2024

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.

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 | 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 | 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 | 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

DRIVING LICENSE



Driving license category
Code 10

REFERENCES



SIYASANGA NKEBE

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SYDNEY SIDIELA

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