

NDOU GUNDO

SYSTEM DEVELOPER AND TECHNICAL SUPPORT

CONTACT

- 072 240 7796
- gundondou000@gmail.com
- South Africa, Gauteng, Pretoria
Tshwane

SKILLS

- C#
- ASP.NET
- SQL
- PHP
- IT SUPPORT & NETWORK SETUP
- Computer Repair & Maintenance
- Basic Software Knowledge
- Printing & Scanning
- Internet Browsing

EDUCATION

LEVEL 4 CERTIFICATE TECHNICAL SUPPORT MASS COLLAGE

2022-2023

Provided technical support for users, including troubleshooting hardware and software issues across Windows and macOS environments.

LEVEL 5 CERTIFICATE SYSTEM DEVELOPMENT

MASS COLLAGE

2023-2024

Implemented full-stack solutions using C#, ASP.NET, and JavaScript, ensuring seamless integration between front-end and back-end systems.

PROFILE

I am an experienced System Developer and Technical Support Specialist with over 3 years of expertise in software development and IT support. Proficient in C#, ASP.NET, Java, JavaScript, SQL, and PHP, I specialize in building scalable, user-centric systems that improve business operations, particularly in industries like car wash management and shuttle services. I have a strong background in full-stack development, database design, and Agile methodologies, ensuring timely project delivery. My technical support experience includes troubleshooting hardware and software issues, network setup, and providing exceptional customer service. I am passionate about problem-solving, optimizing system performance, and delivering solutions that meet both user and business needs.

WORK EXPERIENCE

Shuttle Service Website

2023-2024

Afri-go shuttle

- Developed a web application to manage shuttle service bookings, including customer management, real-time tracking, and automated notifications.
- Created a user-friendly interface for customers and staff, improving booking efficiency and customer satisfaction by 25%.

Technologies Used: PHP, MySQL, JavaScript, Bootstrap

Results: Improved customer satisfaction and increased booking efficiency by 25%.

2023-2024

Car Wash Management System

Makananise Business Holding

- Developed a web-based system to manage car wash operations, including vehicle registration, service tracking, and reporting.
- Implemented a user login system, a data grid for vehicle information, and a feature to print reports with a custom logo and date filter.
- Streamlined management processes and improved reporting accuracy for the business.

Technologies Used: React, SQL, JavaScript

Inventory Management System

2023-2024

Muhura Projects and trading

- Created a custom inventory system for tracking and managing stock levels across multiple locations.
- Automated low-stock alerts and reordering processes, reducing stock discrepancies by 30%.
- Enhanced reporting features, allowing for real-time monitoring and inventory analysis.

Technologies Used: C#, ASP.NET, SQL Server

IT Support & Network Setup for Small Businesses

2023-2024

- Provided technical support for small businesses, including hardware/software troubleshooting, network installation, and system maintenance.
- Installed, configured, and maintained networks, ensuring stable connectivity for employees.
- Delivered customer support and training for basic IT tasks, improving overall user confidence in technology.

Technologies Used: Windows OS,
Networking Tools

System Development Skills

Skill	Proficiency	Years of Experience	Last Used
C#	Expert	2 years	2024
ASP.NET	Advanced	2 years	2024
JavaScript	Intermediate	3 years	2024
SQL	Advanced	3 years	2024
HTML/CSS	Intermediate	3 years	2024
React	Intermediate	1 year	2024
PHP	Basic	1 year	2023
Java	Advanced	2 years	2024
Laravel	Intermediate	1 year	2024

Technical Support Skills

Skill	Proficiency	Years of Experience	Last Used
Troubleshooting (Hardware/Software)	Expert	3 years	2024
Network Installation & Setup	Advanced	3 years	2024
Remote Desktop Support	Intermediate	1 years	2024
Customer Service & Training	Advanced	3 years	2024
System Configuration	Advanced	3 years	2024
Microsoft Office Suite	Expert	5 years	2024

SOFT SKILLS

- **Team Collaboration:** Worked closely with cross-functional teams, including designers, developers, and clients, to deliver software solutions on time. Played a key role in team meetings, ensuring all members were aligned on project goals and timelines.
- **Problem-Solving:** Proactively identified and resolved complex system issues during development and deployment, reducing system downtime by 15%. Applied creative problem-solving techniques to troubleshoot bugs and optimize system performance.
- **Communication:** Excellent communication skills, able to explain technical concepts to non-technical stakeholders. Delivered training sessions and system demos to users, enhancing their understanding and satisfaction with new systems.
- **Adaptability:** Quickly adapted to new technologies and frameworks, such as transitioning from PHP to Laravel and React within a short timeframe. Remained flexible when project requirements shifted, adjusting development strategies without sacrificing quality or deadlines.
- **Customer Service:** Provided timely and effective technical support, resolving client issues related to hardware, software, and network problems. Consistently received positive feedback for patience, clarity, and efficiency in handling technical queries..
- **Time Management:** Successfully managed multiple projects simultaneously, adhering to deadlines and maintaining a high level of quality. Utilized Agile and Scrum methodologies to prioritize tasks and ensure projects stayed on track..

REFERENCES

Moreblessing Mabhunu

Professor of Computer Science

Mass collage

074 285 7649

Mr Ndou

IT Manager

Muhura Project & Trading

061 508 8040

Mr Makananise

mbh Manager

Makananise business holding

082 401 0648



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

NATIONAL CERTIFICATE

This is to certify that

Ndou Gundo Emmanuel

I.D. No 9704065813089

Has successfully achieved competence against the following
SAQA registered qualification

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

NQF Level 4

(NLRD No.78964)

In terms of section 9 (1)(f) of the ETQA Regulations
No. 1127 of 1998 under the SAQA Act No. 58 of 1995, effective 1998

MICT Seta CEO

16-02-2024

Date of Issue



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA