



# Palesa Hope Motaung

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📍 19 Albatros Ave, High Places, Cape Town 7100 📅 28/05/2001

🚩 African ♀ Female 🐙 github.com/Helipterum

## Profile

Determined and motivated Computer Engineering student with a good foundation in both hardware and software elements of computing. Excellent problem-solving abilities, a high attention to detail, and a proactive approach to learning. Capable of working multidisciplinary teams and explaining complicated technical topics. A solid grasp of technical concepts and a demonstrated commitment to personal and professional growth.

## Professional Experience

03/2024 – 04/2025

### Customer Service Advisor

*EXL SA*

Responsible for handling outbound customer calls, providing issues and resolving issues related to the product.

10/2023 – 03/2024

### Crew Member

*Burger King SA*

Delivering exceptional customer service that meets customer expectations. Creating a positive dining experience that contributes directly to customer satisfaction and the overall success of the business.

## Education

11/2019

### Electrical Technology

*Iketsetseng Comprehensive School*

Majored in Digital Systems

02/2022

### Computer Engineering

*Cape Peninsula University of Technology*

Majors in OS, Computer Architecture, Software & Hardware Engineering, Electronics, Database & Network Systems

## Languages

- English
- Sesotho
- IsiXhosa

## Skills

### Soft Skills

Communication, Customer Service,  
Knowledge Acquisition, Interpersonal ,  
Attention to Detail, Adaptability

### Technical Skills

- *Programming & Coding* : C, C++, Java, HTML, Javascript, CSS, MySQL
- *TOOLS* : VS Code, Netbeans, Figma, Arduino IDE, mySQL, Cisco PT

## Interests

- Web development
- Reading
- Research

## References

**Monimang Maseng**, *Manager*, Burger King  
0712000002

**Enrique.antonio Lewis**, *Trainer*, EXL SA  
0829678602