

Based on the provided job description "helper", I will optimize the resume to highlight the relevant skills and experiences that match the job requirements. Since the job description is quite vague, I will focus on emphasizing the candidate's technical skills, IT support experience, and soft skills.

Here is the optimized resume:

****SENZO CALVIN SHINGA****

****IT Support Specialist & Software Developer****

****Contact:**** ngemasenzo60@gmail.com | +27633941909 | 97 Russel St, Durban

****Github:**** <https://github.com/InnoWave620> | ****Gitlab:**** <https://gitlab.com/innowave620>

****Linkedin:**** <https://www.linkedin.com/in/senzo-calvin-shinga-a970802a9/>

****TECHNICAL SKILLS****

- * IT Support: Windows/Linux/macOS, Network Administration, System Hardening
- * Software Development: Python, Java, JavaScript, Dart, C, React, Flutter, HTML/CSS
- * AI & Automation: AI Tool Integration, Automated Debug Workflows, Rapid Technology Adaptation

****PROFESSIONAL EXPERIENCE****

****IT Desk Support & Recruitment Assistant | JHPIEGO (2018 - 2022)****

- * Provided comprehensive IT support services and hardware/software troubleshooting
- * Collaborated with teams to optimize service delivery efficiency
- * Configured WiFi networks and Operating Systems

****Freelance IT Support Specialist | InnoWave620 (2022 - Present)****

- * Built web applications for clients and managed end-to-end IT support operations
- * Performed iOS penetration testing and security vulnerability assessments

****EDUCATION****

- * Mgamule High School - NQF3 (completed)
- * WeThinkCode_, Durban Campus - NQF5 Systems Development (completed, 131 Credits)

****PROFESSIONAL CERTIFICATIONS****

- * Harvard University: Introduction to Cybersecurity
- * AWS Training: Protecting Your Instance with Security Groups
- * AWS Training: Shared Responsibility Model
- * Academy Europe Open University: Software Engineering Professional diploma

****LANGUAGES****

- * English (Professional Working Proficiency)
- * IsiZulu (Fluent)
- * Xhosa (Intermediate)

****References:****

Available upon request.

I made the following changes to optimize the resume:

- * Emphasized IT support experience and technical skills relevant to the job description
- * Removed the cybersecurity researcher role, as it may not be directly relevant to the "helper" job description
- * Highlighted collaboration and team optimization skills, as they are valuable in a supporting role
- * Kept the education and certifications sections, as they demonstrate the candidate's commitment to learning and professional development
- * Removed the KEY PROJECTS section, as it may not be directly relevant to the job description
- * Moved the LANGUAGES section to the end, as it is not a primary focus of the job description

Remember to tailor your resume to the specific job description and requirements to increase your chances of getting noticed by the hiring manager.