

Khaya Dingindlela

CURRICULUM VITA

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Cape Town, Western Cape, 7100

OBJECTIVE

Detail-oriented and project-driven ICT professional with a strong foundation in networking, data management, software development, and customer engagement. Passionate about solving real-world problems and empowering individuals through technology.

EXPERIENCE

September 2024 – July 2025

Nutritional Consultant/Customer Service & Sales Promoter, *Ultimate Sports Nutrition (Pty) Ltd (Dis-Chem, Northern Cape Mall)*

- Achieved a 15% increase in monthly sales through customer engagement and product promotion
- Successfully nurtured leads, resulting in repeat customers and long-term product adoption
- Managed customer inquiries and provided product support, resolving issues effectively and ensuring customer satisfaction.
- Developed strong customer service skills while working in a health and fitness retail environment

December 2024 – July 2025

Administrator (Part-Time), *eMatolweni Guesthouse*

- Managed all aspects of guest reservations, check-ins, and departures, ensuring seamless and positive customer experiences from initial booking to departure.
- Handled guest inquiries and resolved issues effectively and efficiently, maintaining high levels of guest satisfaction and addressing concerns promptly.
- Demonstrated strong customer service orientation in a hospitality environment

November 2024 – December 2024

Data Capturer (Temporary Examination Assistant), *Northern Cape Department of Education*

- Captured and verified examination data with 100% accuracy under tight deadlines, ensuring compliance with departmental standards.
- Managed confidential student records, maintaining data integrity and security.
- Collaborated effectively within a team of 10+ assistants and supervisors to meet strict deadlines, showcasing teamwork and the ability to work under pressure in a fast-paced environment.

July 2024 – November 2024

Computer Networking I & II Tutor, *Sol Plaatje University*

- Delivered technical support for networking fundamentals, resolving issues in router configuration and network diagnostics
- Collaborated with faculty to document best practices for lab exercises
- Improved student exam performance by 10% using structured problem-solving frameworks
- Developed technical documentation and troubleshooting guides for students

February 2024 – June 2024

ICT Fundamentals Tutor, *Sol Plaatje University*

- Supported students in troubleshooting Windows systems and applications
- Developed supplementary guides and FAQs to clarify complex technical concepts
- Increased class engagement by 20% through interactive, student-centered sessions
- Provided technical support and training to diverse groups with varying technical proficiencies

June 2018 – February 2023

Production Assistant (Part-Time), *Seasons Find T/A Basic Marketing*

- Ensured consistent availability of essential stock items as measured by a 98% stock fulfillment rate and zero reported stockouts by implementing a proactive stock management and inventory levels.
- Prepared stock items for timely and accurate distribution as demonstrated by consistently meeting daily packaging quotas and achieving a 99% accuracy rate in order fulfillment by efficiently packaging stock items, verifying order details, and labeling packages correctly for delivery.

EDUCATION

February 2022 – Present

Diploma in ICT: Application Development, *Sol Plaatje University*

January 2017 – December 2021

Matric Certificate, *Tuscany Glen High*

SKILLS

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|---------------------------------------|---------------------------------|---------------------------------------|
| • Customer Service Excellence | • Team Leadership & Development | • Attention to Detail |
| • Technical Support & Troubleshooting | • Data Management & Analytics | • Technology Adaptability |
| | | • Health & Fitness Industry Knowledge |

TECHNICAL SKILLS

- **Software & Applications:** Microsoft Office 365, Google Workspace
- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN troubleshooting
- **Hardware:** Printers, Scanners, Workstations
- **Programming & Databases:** Python, JavaScript, SQL, MySQL, HTML, CSS, PHP

LEADERSHIP

Feb 2024 – November 2024

Peer Mentor, Sol Plaatje University

- Provided academic and personal guidance to fellow students
- Fostered a supportive learning environment
- Developed leadership and mentoring skills

June 2022

Hackathon Facilitator, Sol Plaatje University

- Led and organized a technology-focused hackathon for local high schools
- Introduced students to technology and coding in a competitive format
- Demonstrated ability to lead technical events and engage diverse participants

REFERENCES

Dr. Tite Tuyikeze

Senior Programming Lecturer, Sol

Plaatje University

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Ms. Violet Mohale

Receptionist, Seasons Find T/A

Basic Marketing

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Mr. Lucky Makhoere

IT Lecturer, Sol Plaatje University

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Cape Mall)

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