

Lebuhang Nyanyantsi

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Profile

Friendly and Passionate ICT student with a deep interest in application development, driven by a desire to create innovative and practical digital solutions. My academic and practical experiences have equipped me with a strong foundation in software development, programming, and system design. I thrive in environments where I can apply my skills to develop efficient and impactful applications while continuously expanding my knowledge. With a hands-on approach to learning and a dedication to leveraging technology for problem-solving, I am eager to contribute to projects that challenge me to grow and make meaningful contributions to the ICT field.

EDUCATION

CAPE PENINSULA UNIVERSITY OF TECHNOLOGY (CPUT) DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY

- Specialization: Mobile App UX Design

Relevant Coursework and Projects

MAF262S – MOBILE APP UX DESIGN 2024

- Developed an ambulance app prototype with a strong emphasis on usability and accessibility.
- Delivered design documentation and a video presentation as part of final project deliverables.

WEB DEVELOPMENT AND DATABASE MANAGEMENT

- Built responsive websites using HTML, JavaScript, and CSS.
- Designed and managed SQL databases to support web applications, focusing on data accuracy and efficiency.

Work Experience

QUALITY ASSURANCE LEAD | AMBULANCE APP PROJECT | JAN 2024 – NOV 2024

- Ensured reliability and stability of the app by conducting extensive testing.
- Collaborated with developers to identify and fix critical issues before release.

LEADERSHIP AND EXTRACURRICULAR ACTIVITIES | CLASS REPRESENTATIVE - ICT DEPARTMENT, CPUT | JAN 2023

- Represented ICT students, facilitating communication between peers and faculty.

CUSTOMER SERVICE ADVISOR | WNS GLOBAL SERVICES | APRIL 2022 – AUGUST 2024

- Follow clear instructions and guidelines to investigate, resolve and process customer enquiries delivering customer value at first point of contact. knowledge, sales, and health & safety standards.
- Effectively promote the client's products and enhance customer experience and loyalty.

CALL CENTRE AGENT | MUTUAL FA | FEBRUARY 2020 – MARCH 2022

- Delivered exceptional customer service to customers by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Adhered to company policies and scripts to consistently achieve call time and quality standards.
- Assisted customers by answering questions and responding to their queries.
- Responded to customer calls and emails to answer questions about products and services.

BETXCHANGE | CASH CLERK | MARCH 2018 – NOVEMBER 2019

- Welcomed customers and helped determine their needs.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels
- Answered questions about store policies and addressed customer's concerns.
- worked closely with shift manager to solve problems and handle customer concerns.
- Reviewed new promotions and monitored price changes.

PROGRAMMING LANGUAGES AND TECHNOLOGIES

- Python
- JavaScript
- SQL
- HTML, CSS, Java
- Git & GitHub

TOOLS AND SOFTWARE

- Figma
- Adobe XD