

# Lethukuthula Nothando Mthiyane

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## OBJECTIVE

IT professional with a strong foundation in helpdesk support gained during a Helpdesk Support Internship at BCX. I can provide excellent customer service, troubleshoot technical issues effectively, and work collaboratively within a team environment. I have gained skills in utilizing remote support tools, monitoring dashboards, and adhering to service-level agreements. I seek a challenging role, leveraging strong problem-solving, communication, and analytical skills to ensure smooth system operations and exceed customer expectations.

## WORK EXPERIENCE

### Helpdesk Support Agent | BCX | Remote | Jun 2023 – May 2024

- Managed Level 1 support tickets through ITSM platforms, ensuring SLA compliance
- Troubleshoot software issues in Point-Of-Sale servers and retail hardware tills across BCX retail clients
- Executed SQL queries on store databases to identify and resolve report anomalies
- Provided remote desktop support using AnyDesk and TeamViewer for system configurations and updates
- Worked rotational shifts, including nights, weekends, and overtime for 24/7 client coverage
- Collaborated with team members to distribute workload and maintain service excellence
- Communicated professionally with store managers via phone and email to resolve technical issues

### Data Scientist (AIOps) Intern – BCX | Remote | Sep 2022 – Dec 2022

- Developed monitoring dashboards for operational incident tracking and analysis.
- Applied SQL and Python for data extraction and troubleshooting across multiple platforms.
- Enhanced problem-solving skills through root cause analysis of system incidents.

### Data Science Learnership – Explore AI Academy | Remote | Jan 2022 – Aug 2022

- Completed an intensive Data Science program emphasizing practical applications using Python and SQL.
- Developed proficiency in Machine Learning techniques, including advanced regression, advanced classification, and unsupervised learning.
- Executed multiple projects that include:
  - **Load Prediction Shortfall Model:** Employed advanced regression methods to forecast demand with high accuracy.
  - **Sentiment Classification System:** Built and fine-tuned classification models to analyze and predict text sentiment.
  - **Movie Recommendation Engine:** Designed a recommendation system using collaborative filtering and user-behavior analytics.
- Gained hands-on experience in data visualization using Python libraries and tools.

## EDUCATION

### Bachelor of Science: Computer Science and Physics (Double Major)

University of Zululand, South Africa | Feb 2016 – Nov 2019

- **Computer Science:** Data Structure & Algorithms, Advanced Programming, Software Development, Distributed Systems, Networking
- **Mathematics:** Calculus, Advanced Calculus, Linear Algebra, Discrete Mathematics
- **Physics:** Electronic Circuits and Devices, Nuclear Physics, Mechanics, Quantum Physics

### National Certificate: Information Technology: Systems Development ( MICTSETA)

Explore AI, South Africa | Jan 2022 - Aug 2022

### National Senior Certificate: Grade 12

Aquadene Secondary School, South Africa | Jan 2009 – Nov 2013

## SKILLS

- Microsoft Excel, Microsoft Word, Microsoft Teams, Microsoft PPT
- Telephone and email etiquette
- OS: Windows 10 &11
- ITSM and desktop Tools: Simplicity, AnyDesk, TeamViewer
- Programming: SQL, Python
- Visualisation: Power BI
- **SOFT SKILLS:** Analytical & Critical Thinking, Effective Communication, Team Collaboration & Agile Methodologies, and

- Problem-solving