

Contact

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Top Skills

Remote Desktop
Active Directory
Software Development

Languages

Sepedi
Tsonga
Zulu

Certifications

MCITP
MCTS
NATIONAL CERTIFICATE Technical
Support
NATIONAL CERTIFICATE System
Support

Vhushavhelo Ratshikhopha

Software Developer | Python | Java | HTML & CSS | Dart| Flutter |
WeThinkCode_ Alumni
City of Johannesburg, Gauteng, South Africa

Summary

An aspiring software developer based in Johannesburg, South Africa. With a strong passion for technology and problem-solving, I completed a Software Developer program at WeThinkCode_ and have been actively expanding my skills ever since.

Proficient in Java, HTML & CSS, Dart, and Flutter, I am always eager to learn new technologies and programming languages to stay current in the ever-evolving software development landscape. My dedication to continuous growth is further supported by my certifications in MCITP, MCTS, as well as National Certificates in Technical Support and System Support.

Throughout my previous roles as a Technical Support Technician and Technical Representative, I have gained invaluable experience in diagnosing and resolving technical issues, providing excellent customer support, and effectively communicating complex concepts to both technical and non-technical individuals.

Driven by a resourceful and adaptable mindset, I approach challenges with enthusiasm and a willingness to learn from every experience. My goal is to secure an opportunity in a company where I can further upgrade my skills and knowledge in software development, collaborating with a dynamic team to create innovative solutions.

With strong problem-solving abilities, effective communication skills, and a dedication to continuous self-improvement, I am ready to contribute to the exciting world of software development and make a meaningful impact in the industry.

Let's connect and explore how we can create cutting-edge software solutions together.

GitHub : <https://github.com/Lipapi?tab=repositories>

Experience

NKHOPHELE HOLDINGS

Building Inspector

February 2020 - June 2020 (5 months)

Centurion, Gauteng, South Africa

Use survey instruments, metering devices, and test equipment to perform inspections

Inspect plumbing, electrical, and other systems to ensure that they meet code

Keep daily logs, including photographs taken during inspections

Provide written documentation of findings

INCREDIBLE SOLUTIONS LIMITED

4 years 5 months

Technical Support Representative

August 2013 - December 2017 (4 years 5 months)

Game Thohoyandou

Troubleshooting, Software Repairs, and Sales Person, and Customer Support.

Respond and Resolve requests for technical assistance via phone, chat or email

Diagnose and resolve technical hardware and software issues

Troubleshoot queries using available information resources

Advise customer on appropriate action

Follow standard customer support procedures

Log all customer support interactions

Administer customer support software

Follow up with customers and technicians to ensure complete resolution of issues

Assign corrective action to relevant resource

Technical Support Representative

August 2013 - December 2017 (4 years 5 months)

South Africa

Troubleshoot

Submit Service Requests

Respond to Help Requests

Log Calls

Customer service
Problem-solving skills

Incredible Solutions
Technician Trainee
August 2011 - August 2013 (2 years 1 month)
Johannesburg

Technical Support Technician trainee,

Education

WeThinkCode
Software Developer, Information Technology · (September 2021)

Dynamix LearningSolutions
Information Technology Systems Support, Information Technology · (August 2012 - August 2013)

Dynamix Learning College
National Certificate System Support, Information Technology · (2012 - 2013)

Careers IT
Technical Support, Information Technology · (August 2011 - August 2012)

Rosebank College
Technical Support, Nqf 5 · (2011 - 2011)