

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

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

Summary

Studied at WeThinkCode_ and seeking a secure opportunity in a company to upgrade my skills and knowledge in software development. I'm a resourceful individual with a strong willingness to accept challenges and learn from experience. My current expertise is in Java, HTML & CSS, Dart, and Flutter. I have a Microsoft certification in Server Administration, National Certificates in Technical Support and Systems Support, and experience as a Technical Support Technician and Technical Representative.

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)