▶Lisakhanya Mbusi

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Professional Summary

Dedicated and detail-oriented Technical User Support Officer with hands-on experience providing IT support within a healthcare environment at the Department of Health (Frontier Hospital). Skilled in troubleshooting, system maintenance, and ensuring smooth daily IT operations. Passionate about leveraging technology to improve service delivery, enhance productivity, and support healthcare professionals in mission-critical environments.

Core Competencies

Technical Support & Troubleshooting
Network Configuration & Maintenance
Hardware and Software Installation
Database Management (SQL, MySQL)
Web and Application Development
Machine Learning (Python, Pandas)
C# Programming
IT Project Management
User Training and Documentation
Helpdesk Systems and Ticketing Tools

Education

Nelson Mandela University

Diploma in Information Technology (Software Development) | 2022 – 2025

Expirience

▶ Department of Health – Frontier Hospital, Komani

IT Intern | August 2025 – August 2026

- Provided first-line technical support to end users, resolving hardware, software, and network issues promptly.
- Assisted in maintaining and updating hospital IT systems and databases.
- Installed, configured, and troubleshooted computer systems and peripheral devices.
- Supported digital health record systems and ensured data integrity and confidentiality.
- Documented user issues and technical resolutions in accordance with ITIL service standards.
- Collaborated with IT team members to streamline processes and improve user experience.

Skills

Languages: Python, C#, HTML, CSS, JavaScript
Tools: VS Code, Git, Jupyter, MySQL Workbench
Frameworks: Django, .NET, Flask
Libraries: Pandas, NumPy, Scikit-learn
Networking: TCP/IP, LAN/WAN, Wi-Fi Configuration/CISCO Networking Academy
Operating Systems: Windows, Linux

Projects

Laundry Booking System (Django-based Web App)

Developed a full-stack booking system allowing users to register, log in, and schedule available slots. Integrated admin functionality for slot management and user tracking.

References

Khayalozuko Gqokoma

IT Department – Frontier Hospital

060 563 1213