



# CAPACITI

# NTSIKA MTSHIXA

## Personal Details

Age:

25 years

Location:

Cape Town, Western Cape

Languages:

English, Xhosa

Drivers Licence:

Yes

## Online Presence

- GitHub ([Luniko16](#))
- LinkedIn ([\(14\) Ntsika Lusindiso Mtshixa | LinkedIn](#))
- Portfolio ([Portfolio Pro](#))

## Technical Proficiencies

- Hardware & Operating Systems
- Networking & Connectivity
- System Administration & Support
- Security & Maintenance

## Soft Skills

- Communication
- Critical Thinking
- Time Management
- Problem-Solving

## Interests

Motivated and detail-oriented Systems Support Associate with a Diploma in Information and Communication Technology and certifications in CompTIA A+ and N+. Skilled in system maintenance, troubleshooting, and user support across hardware, software, and networks. Known for analytical thinking, problem-solving, and a commitment to maintaining efficient IT operations. Passionate about learning emerging technologies and contributing to organizational success through reliable and effective technical support.

## Education

- National Senior Certificate (Nyanga Senior Secondary School)  
Jan 2019 - Dec 2019
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- CompTIA A+ Certification (Boston City Collage)  
Jan 2023 - Dec 2023
  - CompTIA N+ Certification (Boston City Collage)  
Jan 2023 - Dec 2023
  - Diploma in Information & Communication Technology(Support Services)
- » Walter Sisulu University  
Jan 2020 - Dec 2022

## Work Experience

- Systems Support Associate at CAPACITI  
Provide technical support for systems and networks, troubleshoot hardware and software issues, and assist with installations and maintenance. Ensure reliable IT operations, apply ITIL principles, and deliver quality user support.

## Achievements and Key Projects

- AI-Powered Resume Builder ([AI Resume](#))
- AI-Powered Chatbot ([NETFUSEBOT - Poe](#))
- Content Creator ([LessonCraft - AI-Powered Educational Content Generator](#))
- AI-Crop Disease Detection ([CropDtec](#))