


# THABO MTSWENI

## Front-end Developer

### About Me

Highly motivated and results-oriented individual with 3+ years of customer service experience. Recently completed a Front-End Developer Certificate and built a portfolio website showcasing my skills in HTML, CSS, and JavaScript. Seeking a challenging role as a Front-End Developer where I can leverage my technical skills and customer-centric approach to create exceptional web experiences.

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 [github.com/MJmtsweni](https://github.com/MJmtsweni)

### Language

English

Setswana

### Soft Skills

Drive & initiative

Collaborative spirit

Clear & compelling communication

Building rapport

Continuous learning

Thriving on change

### Hard Skills

Debugging & troubleshooting

DOM manipulation (Libraries)

UI design

Git version control

HTML 5

CSS 3

Javascript

### Experience

#### Aug 2023 - Present

Herotel - Potchefstroom

##### Help-desk Agent Tier 1

Provided remote technical support to field technicians, troubleshooting equipment and configuring settings. Utilized troubleshooting tools (tracert, ping, bandwidth test, RouteThis) to diagnose network issues and identify root causes. Resolved network problems such as uplink failures and service provider outages. Analyzed support requests, escalated critical issues, and submitted network problems to the NOC.

#### Sep 2022 - May 2023

Web Help SA - Johannesburg

##### Digital Support Advisor

Provided prompt technical support to customers via phone and email, resolving hardware and software issues. Collaborated with team members to address complex problems. Accurately documented customer interactions and feedback.

#### Jan 2022 - Mar 2022

Discovery Limited - Sandton

##### Digital Support Advisor

Provided timely and professional support to Discovery communities via inbound calls. Accurately documented all customer inquiries. Focused on achieving high customer satisfaction and first call resolution

### Education

#### Mabili

##### Front-end Development Certificate

Jan 2024 - June 2024

#### Altron People Solutions

##### IT Technical Support NQF Level 4

Jan 2021 - Dec 2021

#### Monash South Africa

##### Higher Education Studies Certificate

Feb 2016 - Nov 2018

#### Itshupeng Secondary School

##### National Senior Certificate

Jan 2012 - June 2015