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| Mahlatse Thupana Makgati | |  |  | | --- | --- | | 0637133393/ 0814535921 |  | | mahlatsemakgati72@gmail.com |  | | https://www.linkedin.com/in/thupana-makgati-4b500b175 |  | | Driver’s License and own vehicle | **Y** | | https://Mahlatse007.github.io | **A black cat in a circle  Description automatically generated** | |

# Objective

Seeking a role as an Application Support Administrator where I can apply my skills in troubleshooting, database management, and system optimization to ensure reliable and efficient application performance while contributing to team success and continuous improvement.

# Education

BSc Hons Computer Science | University of South Africa Current

BSc Applied Mathematics and Computer Science | University of South Africa December 2022

National Senior Certificate | Northern Academy December 2016

# Skills / Strengths

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| --- |
| * Technical skills |
| * Programming: C++, Python, R, jQuery, SQL * Web Development: HTML, CSS, JavaScript (JS), Bootstrap, WordPress * Databases: MySQL, Postgres, SQL Server * Software Development: Model View Controller (MVC), Object-Oriented Programming (OOP), Design Patterns, XML * Version Control: Git, GitHub * Data Analysis & Visualization: Power BI, Pandas, Matplotlib, NumPy * Remote Access & Security: mRemote, Solar-Putty, TeamViewer, AnyDesk, RDP * Application Support Tools: Jira, Zammad, ClickUp * Operating Systems: Windows, Linux, Unix * Microsoft 365 & Office Administration |

# Experience

**Application Support Administrator** | Cartrack May 2024 – Current Rosebank, Johannesburg

* Provide L2/L3 technical support for core applications, ensuring minimal downtime.
* Optimize PostgreSQL database performance and collaborate on system architecture improvements.
* Streamline troubleshooting workflows, enhancing system efficiency and stability.
* Collaborate with development teams to optimize application performance.

**Key Skills Gained:** PostgreSQL, software architecture, troubleshooting, cross-team collaboration.

**Junior IT Administrator** | GP Retail Operations (PTY) LTD June 2023 – January 2024 Midrand, Johannesburg

* Administered and maintained LMS platforms including Moodle, ensuring 99% uptime.
* Providing L1 technical support, managing IT assets, and ensuring the efficient operation of IT systems.
* Provided remote support across departments troubleshooting issues, maintaining IT documentation, and assisting in employee onboarding and offboarding
* **Key Skills Gained:** Moodle administration, AnyDesk, RDP.

**IT Support Technician** | SAICA (APC) – Client (Dial-a-nerd) (One day) 6 December 2023 Midrand, Johannesburg

* Delivered real-time support during national board exams, resolving issues swiftly.
* Diagnosed and resolved hardware/software issues to maintain an efficient environment.
* **Key Skills Gained:** ITIL framework, SOP adherence, backup utilities.

**Junior Data Analyst/Software Developer** | Velocity Media April 2023 – May 2023 Remote

* Cleaned and analyzed datasets from Apify scrapers (API) and integrated data into WordPress CMS.
* Created visualizations using Matplotlib and Power BI to drive digital insights.
* Utilized Python libraries like Pandas, NumPy, and Matplotlib for data analysis and visualization.
* **Key Skills Gained:** Data cleaning, EDA, Power BI, API integration, data visualization.

# Training and Certifications

**🏅 The Data Analyst Course: Complete Data Analyst Bootcamp | Udemy | Feb 2024**

**🏅 Technical Support Fundamentals | Google (Coursera) | Feb 2023**.

* \*Documents, References and Certifications are available upon request.