MAMNKELI KHAKA

SOFTWARE DEVELOPER &
SOFTWARE SUPPORT ANALYST

ABOUT ME

I am an individual who is constantly trying to develop himself by learning a new skill or improving on existing ones. I invite constructive criticism from others and `i take my professional development seriously.

CONTACT INFO

Phone
0609228186

Email
mjuniorkhaka@gmail.com

Address
41 Balfour Street, Woodstock, Cape Town, 7915

MY SKILLS

- **Microsoft Proficient**
- **Operating Systems**; CLI (Command-Line Interface), Linux File Systems, Windows
- **Coding**; HTML, PHP, MySQL, JAVA, Visual Basic, JAVASCRIPT, CSS, Python, Powershell
- **Networking**; Troubleshooting, TCP/IP, LAN/WAN, DNS, Network Model, Ipv4, Routing concepts, Proxies
- **Cloud Computing**; AWS
- **Cybersecurity**

WORK EXPERIENCE

IT Enabler   **2021 - 2023**
EduNova
- Updating PC's and installing Software.
- Performing email setup
- Backing up of Laptops/Desktops
- Troubleshooting hardware and software
- Setting up of printer connections
- Ensuring that all End-user data is available

Software Developer   **2023 - Present**

CapaCiTi
- Front-End & Back-End development
- Data capturing, storing and accessing
- Web Designing
- Application development

L1 Software Support Analyst   **2023 - Present**

Construct Education/Instructure
- Resolved a minimum of 24 tickets per day
- Maintained a quality score of 90% & higher.
- Reviewed all relevant knowledge bases and documentation
- Ensured what the user is describing is "real" and not a misunderstanding or user errors.
- Identified which tickets are better suited to a Level 2 Analyst and escalated accordingly.

EDUCATION HISTORY

Matric (Grade 12)   **2009 - 2013**

East London Science College
- Accounting & Commerce student

NDip: Information Technology   **2016 - 2019**

Walter Sisulu University
- Software Development

ACHIEVEMENTS & KEY PROJECTS

- Peer Assisting Learner (PAL)
- Professional Certificate in Google IT Support (Coursera)
- Badge in AWS Learning: Object Storage
- Certificate in AWS Cloud Technical Essentials (Coursera)
- Professional Certificate in IBM Cybersecurity Analyst (Cousera)

MY HOBBIES & INTERESTS

- Gaming
- Music
- Sports and exercise
- Coding

PLATFORMS

- Netbeans
- VSCode
- VB.net
- Notepad++
- Figma
- Balsamiq
- Discord
- Slack
- Okta
- Salesforce
- JIRA
- Confluence

MY REFERENCES

Shadly Frans | Candidate Manager
Shadly.Frans@capaciti.org.za

0725747147

Brandon September | Candidate Manager
Brandon.September@capaciti.org.za

0794770660

Rhema Makamba | Supervisor
rhema@constructeducation.com

0623276851