MASHUDU MULAUDZI

Cape Town| mashudukmulaudzi@gmail.com| Github |LinkedIn

TECHNICAL SUPPORT SPECIALIST

Motivated Technical Support Specialist with strong troubleshooting and problem solving skills Experience in hardware, software and network support. With a passion for client satisfaction and problem resolution, I am able to help clients both telephonically and using virtual tools such as TeamViewer , AnyDesk and Zoho. I thrive in a fast-paced workplace and am eager to leverage my unique set of skills in tech support, software development and data analyticso provide valuable insights and contribute to the company's growth.

WORK EXPERIENCE

Software Intern| McTech Solutions   2018 - 2019
- Contributed to various stages of the software development lifecycle, including coding, testing, and debugging.
- Building web template for .net

Student recruiter | McTech Solutions   2019-2020
- Identify prospective students who may benefit from tutoring services.
- Maintain records of student progress and session attendance.
- Assist students in enrolling for relevant academic support courses/services.
- Tutored students in Mathematics and Science.

Help Desk Support| Nelson Mandela University   2020
- Provide technical support to students and faculty in person, telephonically or virtually
- Update ticketing system with progress and completion status of queries
- Review tickets to analyse queries and put measures in place to reduce query type

SKILLS

SOFT

- Effective Time Management
- Creative Problem-Solving
- Adaptable and flexible
- Efficiency Under Pressure
- Critical Thinking
- Customer service orientation

TECHNICAL

- Web Development (Asp .NET , HTML5,CSS3 Bootstrap)
- Microsoft Office Suite
- Programming(Python, C#, JavaScript)
- Data Analysis (Sql,Python,tableau, PowerBi)
- CRM systems(Zoho, Hubspot)

EDUCATION

IT Software Development | Nelson Mandela University
- Certifications(CCNA: Introduction to Networks, Introduction to cyber security,
- Design Thinking

Higher Certifcate IT(User Suport) | Nelson Mandela University
- Cum laude Pass
- Certifcations(Cisco IT essentials)

Graduate Development | University Of The Western Cape

CERTIFICATIONS

- Agile Intro
- Responsive Web Design
- JavaScript Algorithms and DataStructures
- CCNA: Introduction to Networks
- Introduction to Cybersecurity

REFERENCES AVAILABLE UPON REQUEST