Mbali Precious Mnguni
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OBJECTIVE

I am a self taught developer who is passionate about data and creating softwares. I enjoy working with numbers, technology, coding and solving technical issues as a part of business, or as an individual. I'm always eager to learn new skills, share knowledge and experience new things in life that might benefit me. I am a person who seeks to create positive change and make a difference for better. Willingness to do what it takes to get the job done

EXPERIENCE

2022 - Currently   **Freelancer**
Web Developer freelance
Bringing ideas to live. I create websites for small upcoming businesses that want to interact their business to technology and make their services known to many

2021 - 2022   **Praesigns**
Aws cloud practitioner & Technical support NQF 4
The foundation of cloud computing. The core AWS services including Compute, network, database and storage. Security best practices and compliance in the AWS cloud. The cloud costs, economics, and billing practices of the AWS cloud. Creating websites using HTML, CSS and Javascript. Learnt to monitor and maintain the computer systems and networks of an organization. Install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems.

2020 - 2021   **LiyaTech solution**
IT Consultant Intern
Perform configuration. - configure sales settings - configure processes - create and
configure sales visualizations Manage core sales entities. - create and manage leads -
create and manage accounts and contacts - create and manage opportunities - create
and manage quotes - create and manage quotes - create and manage sales order
processing - create and manage product and product Catalogue Configure additional
tools and services. Create and configure playbooks Configure the Common Data
Service - Manage an existing data model - Create and manage processes - Configure
Common Data Service settings - Configure security settings Create apps by using
Power Apps Create and manage Power Automate - Create flows - Create and manage
business process flows - Build UI flows Implement Power Virtual Agents chatbots -
Create chatbot - Configure topics - Configure entities Integrate Power Apps with other
apps and services - Integrate Power BI with Power Apps - Implement AI Builder -
Integrate Power Apps with Microsoft 365
List

2019 - 2020   **KFC**
Customer service
Maintaining a positive,empathetic and
professional attitude towards customers at all times

Responding promptly to customer inquiries
Communicating witg customers through various channels
Acknowledging and resolving customers complaints
Knowing our product inside out so that you can answer any questions
Processing orders,forms,applications and requests.
Keeping records of customer interactions transactions comments and complaints
Communicating and coordinating with colleagues
Providing feedback on tge efficiency of tge customer service process
Ensure customer satisfaction and provide professional customer support

EDUCATION

- **Lekamoso secondary school**
  2017
  Grade 12

- **Simplilearn**
  2020
  Data engineering

SKILLS

- Communication
- Customer Service
- Microsoft Office
- Project Management Skills
- Computer skills
- Problem Solving
- Html& CSS
- Javascript
- Phyton
- R programming

PROJECTS

- **Static website**
  Created a static website using html, css, Javascript and bootstrap

- **The braai king website**
  I have created a website for a small Spitbraai company
  You can check it out on www.thebraaiking.co.za

ACHIEVEMENTS & AWARDS

- Aws Cloud practitioner certificate Azure AI Engineer Associate certification Azure Fundamentals certification

INTERESTS

- Development
- Creativity
- Problem solving

REFERENCE

- **Wilhelmina - "KFC"**
  Manager
  Kfc.birchleighnorth@yum.com
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- **Mninikhaya Qwabaza - "LiyaTech solution "**
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