

Phumza M Sotyantya

Gqeberha, Eastern Cape | phumzamelinda@gmail.com | [LinkedIn](#) | [Portfolio](#)

Professional Summary

IT Support Associate and Systems Development graduate with hands-on experience supporting online learning platforms and guiding students academically. Completed AI/ML certifications (Coursera) with practical Python, machine learning, and automation skills. Passionate about leveraging technology to enhance accessibility, improve learning outcomes, and empower individuals.

Technical Skills

Python, Java, AI/ML, Automation, IT Support, Computer Literate

Professional Skills

Communication, Teamwork, Problem-Solving, Interpersonal, Time Management, Digital Literacy

Work Experience

IT Support Associate | CAPACITI — Gqeberha, Eastern Cape | May 2025 – Present

- Developed Python-based models for practical IT and automation solutions.
- Applied AI/ML concepts from Coursera certifications to enhance problem-solving and workflow automation

Peer Advisor | Boston City College — East London, Eastern Cape | Jan 2024 – Jun 2024

- Guided students in effectively using online learning platforms, improving digital literacy.
 - Provided academic support and study strategies, fostering a supportive learning environment.
 - Assisted peers with assignments and coursework to improve academic performance.
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Education

**Diploma in Systems Development | Boston City Campus — East London, Eastern Cape
| 2021 – 2024**

Achieved distinctions in Android Application Development, Database Programming (Database Technologies & SQL), Advanced Computer Literacy, and Systems Development 2A

National Senior Certificate (Matric) | Academy High School — East London | 2019

Certifications

- Cisco IT Support Basics
 - Coursera Professional Development
 - Microsoft Learn Achievement
 - Coursera IT Support
 - AI & Machine Learning — Coursera
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Portfolio Highlights

- Developed and deployed Python projects demonstrating AI/ML applications.
- Designed accessible tech solutions showcased on [phumza-portfolio](#).