

Melissa Ucucho

System developer • Azure DevOps engineer

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-----PROFESSIONAL SUMMARY-----

Result-driven professional, a motivated and passionate IT specialist graduate, with over a year comprehensive experience as customer service representative, seeking for a challenging career with progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field which is compiled in IT industry or any industry that will make significant contribution to the workplace. A team player with ability to work cross-functionally to achieve the company's goals, meet tight deadlines, Proficient in navigating various computer software programs, office filing systems and data management and also with excellent interpersonal skills gain in my work experience. I am dedicated candidate who wants to foster professional relationships and give optimize efficient outcomes to workplace and also contribute to success of the company or department.

-----AREAS OF EXPERTISE-----

Professional skills Data analytics || Database Management || Microsoft Office || Administrative Skills || Telephone Etiquette || Customer services || Business & Technical reports || Technical Operation Systems || Scheduling & Meeting writing || System Management || Flexibility & Punctuality

Technical skills C# programming || Python programming || Azure DevOps || Database and SQL knowledge || design and implement processes || design and implement build and release pipelines || develop a security and compliance plans

-----PROFESSIONAL EXPERIENCE-----

Customer Service Representative | Avon- 2019-2020| Gauteng

During my journey with Avon, I have adapted some excellent interpersonal skills such as problem-solving skills which helped me to solve clients' issues, patience which was crucial for customer services professionals and attentiveness the ability to pay meticulous detail to the feedbacks, keeping records, clear communication skills and persuasion skills to promote the company's products and have product knowledges to have a methodical approach to customers.

- Selling products & promoting products
- Processing & delivering orders
- Handling customers returns
- Keeping records of the customers interactions

-----EDUCATION-----

- Information Technology: System development | 2022
IT Certification Academy
Potchefstroom, North West- South Africa
- National Senior Certificate: Matric| 2020

CERTIFICATIONS

- **National Certificate IT- System development** | IT Certification Academy | 2022
- **Azure fundamental** | Microsoft | 2022
- **Azure Developer Associate** | Microsoft | 2022
- **DevOps Engineer Expert** | Microsoft | 2023
- **Python** | Pearson Vue | 2023

PERSONAL SKILLS

Communication || Conflict Management || Organization & Strong analytics skills || Team –Oriented ||
Creative & Critical thinking || Adaptability || Resilience & Professional work ethics

PERSONAL DETAILS

- DRIVER'S LICENSE: Code 10/ C1
- DATE OF BIRTH : 2001/03/17
- NATIONALITY : South African
- GENDER : Female

REFERENCE

- Tidimalo Mochawe~ IT Software Developer Trainer | +27 84 686 6030
 - Ntswaki Patricia Hlanyane ~ IT student Advisor | +27 71 775 1505
 - Angelique Laubscher | IT Trainer & Advisor | +27 82 342 1495
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