

# MISHUMO MATIDZE

LOOKING FOR A PERMANENT ROLE 📍 MIDRAND, 1684, SOUTH AFRICA ☎ 0711663420

## ◦ DETAILS ◦

75 Cottonwood, 29 Invicta Rd,  
Carlswald  
Midrand, 1684  
South Africa  
0711663420

[cynthiamatidze.mishumo@gmail.com](mailto:cynthiamatidze.mishumo@gmail.com)

Date of birth

1996/07/28

Nationality

South African

Driving license

Code 10 driver's license

## ◦ SKILLS ◦

Customer Service

Ability to Work Under Pressure

Fast Learner

Adaptability

Ability to Multitask

Microsoft Office

Microsoft visual studio

SQL

Java

Good Communication

Ability to Work in a Team

SAP

Active Directory

Microsoft Azure

## 👤 PROFILE

I aspire to become a cloud engineer and a cloud architect. I am currently going through a mentorship program with Glen Tsime. I am a solution driven individual that works well in a team and individually. I am open to learning, expanding, developing and contributing to a collaborative work environment.

## EMPLOYMENT HISTORY

### Licensing Officer at Estate Agency Affairs Board of South Africa, Sandton

February 2022

- Ensure all registration documentation consistent with Board policies, processes, procedures and requirements of the empowering legislation.
- Ensure both soft-copy and hard-copy documentation is recorded, filed and stored in line with procedures.
- Assess and process applications for registration accurately and promptly and in a manner that is consistent with agreed policies, processes, procedures, relevant Board's professional registration standards and the requirements of the empowering legislation.
- Complete all work according to established processes, standards, and timeframes and quality benchmarks, as reviewed and agreed from time to time.
- Provide regular and accurate data or statistics to Senior Registration Officer regarding applications caseload management.
- Assist in maintaining the Register of Property Practitioners and ensuring that information that is entered is accurate, up to date, and appropriately filed.
- Ensure a timely and service oriented approach is taken towards all requests, applications, and enquiries received via multiple channels of contact from all stakeholders.
- Perform all other reasonable duties as assigned by the Manager or Senior Registration Officer.

### Resource in registry and renewals of ffcs at Estate Agency Affairs Board of South Africa, Sandton

July 2021 — January 2022

- Monitor and validate all invoices .
- Prepare a debtor report and submit to Finance Officer on a monthly basis.
- Hand over completed documentation for approval and authorization.
- Reconcile invoices with incoming payments.
- Remind agents of their outstanding payments.
- Submit reports to Finance Officer as required.
- Ensure transactions are properly recorded and entered into the computerized accounting system(SAP).

### Data Consultant intern at StartUpBoost, Johannesburg

April 2021 — December 2021

- Examine data, processes and technologies to evaluate current state and critical problems.
- Research and make recommendations about training, equipment and technology to improve data use.

- Create automated data reports to inform business units, including documentation.
- Train and mentor teams in data input, use, meaning and analysis.

### **Solutions Architect intern at Vodacom, Midrand**

March 2020 — February 2021

- Check area network coverage.
- Product training.
- Design network solutions.
- To interact with customers to gather technical requirements, architect customer networks and compile solution proposal documentation in the converged communication space as part of the Sales process.
- Perform role of interface between customer, commercial and technical entities by translating between business requirements and technical specifications.
- Provide a solution focused consultancy service to clients e.g. blue chip companies, SMEs, local, provincial and national government. This will be in support of sales and presales colleagues, which will entail the analysing of complex customer requirements.
- Provide high level assistance and support prior to solution implementation, during solution implementation and post solution implementation.
- Build and maintain productive relationships with key clients, internal groups within the company, suppliers and partner.
- Deliver presentations to customers on existing and emerging technologies as well as the benefits or impact of these on customers.
- Identify opportunities within client environments for solutions or new product development.
- Conduct research on and keep abreast of ICT trends to identify new product opportunities. Utilise solution design experience and expertise to provide input into and create architecture for new product development.

### **Microsoft Azure Technical agent intern at Westcon Group, Midrand**

March 2019 — February 2020

- Monitor customer azure usage on partner center.
- Place orders on BlueSky.
- Azure Quotation for customers.
- One view quotation.
- Pull out recons on BlueSky and Microsoft Partner center for customers
- Onboarding Customers on Bluesky.
- billing
- cold calling
- create and manage support requests in the Azure portal, also known as support tickets.
- Scope a customer issue by collecting the relevant facts and investigate the problem by doing your own research and by involving other teams as needed.
- Advise customers on how to gain additional value from their Microsoft products.
- Maintain a proactive approach to customer happiness, identifying customer satisfaction concerns and managing customer expectations.



## **EDUCATION**

### **Azure Architect(AZ-104), Microsoft(mentorship)**

2022 — Present

### **Azure Fundamentals (AZ900), Microsoft(mentorship), Midrand**

June 2022 — Present

- **Programme in Enterprise and Technology Management, North-West University**  
June 2020 — February 2021
- **Btech: Information Technolgy, Vaal University of Technology, Vanderbijlpark**  
February 2019 — June 2020  
Computer security, Artificial Intelligence, Advanced Information system, Project management, Research methodology, Research project, Strategic information system and Software engineering and design
- **National Diploma: Information Technology, Vaal University of Technology, Vanderbijlpark**  
February 2016 — November 2018  
Business Analysis, Development software, System software, information system and web management
- **National senior certificate, Mbilwi Secondary school, Sibasa**  
January 2010 — December 2014

## ⚙ COURSES

- **CCNA: IT Essentials, Vaal University of Technology**  
February 2016 — November 2016
- **CCNA R & S: Routing and switching Essentials, Vaal University of Technology**  
February 2017 — June 2017
- **Getting Started with Spring boot, AmigosCode**  
May 2021 — May 2021

## 📌 REFERENCES

- **Glen Tsime from Microsoft (Mentor)**  
lehlohonologlen@gmail.com · 0735855532
- **Chumile Dlungwane from Estate Agency Affairs board**  
Chumile.Dlungwane@eaab.org.za · 0791052017
- **Jettiniel Chepiri from StartUpBoost**  
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- **Malusi Msimango from vodacom**  
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