

# MIYAKAZI MAFUDUKA

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## PROFILE

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To secure a challenging and rewarding role as a software developer in either web or app development, utilizing my skills and knowledge gained through my advanced Diploma in ICT (Application Development) to deliver innovative solutions, collaborate with teams, and continuously learn and grow in the industry.

## EDUCATION

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<b>Cape Peninsula University of Technology, Cape Town</b> Postgraduate Diploma in ICT	<i>In-Progress</i>
<b>Cape Peninsula University of Technology, Cape Town</b> Adv Dip in ICT in Application Technology	<i>Jan 2023 to Dec 2023</i>
<b>Walter Sisulu University, East London</b> Dip in ICT in Application Technology	<i>Jan 2019 to Dec 2022</i>
<b>Ntukayi Senior Secondary School, Bizana</b> Nation Senior Certificate	<i>Jan 2015 to Dec 2017</i>
<b>Power Learn Project Scholarship , Cape Town</b> Courses: Software Development Web Development (HTML,CSS,JavaScript and node js) Database Management (SQL)	<i>July 2024</i>

## WORK EXPERIENCE

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<b>IT Support Technician, Cape Peninsula University of Technology</b> <i>March - 2023 to March-2024</i> <ul style="list-style-type: none"><li>• Perform troubleshooting to diagnose and resolve problems(repair or replace parts,debugging etc)</li><li>• Installation, checking and maintaining all computer hardware and networks.</li><li>• Install, configure and manage software and their functions(Office 365).</li><li>• Ensuring that tickets are kept updated and incidents are managed, prioritized and escalated efficiently.</li><li>• Assist with network expansion and upgrades as needed.</li><li>• Ensure that users doesn't any have issues, if any issues are found this needs to be logged on the ticketing system</li><li>• Assisting users online using Any Desk or Onsite.</li><li>• Ensure that all computer systems and networks function smoothly and securely.</li></ul>	
<b>Lab Assistant , Walter Sisulu University</b> <i>Feb - 2021 to Dec- 2021</i> <ul style="list-style-type: none"><li>• Assisting users with printing,scanning documents.</li><li>• Provides instruction to all lab users on proper use of equipment and ensures all lab equipment is properly cared for.</li><li>• Consults supervisors on more difficult issues.</li><li>• Makes sure food and beverages are not consumed in close proximity to computers.</li><li>• Monitors files and programs that are downloaded on to the computers to make sure spyware, malware and other dangerous programs are not downloaded</li></ul>	

## SKILLS

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- Creativity
- Software Troubleshooting

- Collaborative
- Operating Systems(Windows,MacOs)
- Interpersonal Skills
- Basic understanding of GitHub
- Communication
- Computer Literacy(Ms word, Excel, PowerPoint, Outlook)
- Teamwork
- SQL Knowledge
- Figma, Relume
- Willingness to learn new things
- Problem-solving skills
- Critical-thinking skills

## **TECHNICAL SKILLS :**

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**HTML5, JAVASCRIPT, JAVA, CSS, C++, MYSQL, C-sharp and Python**

## **REFERENCES**

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