

Mkhuseli Nyamfu

Strong communication skills with the ability to discuss any issues with a wide variety of individuals and groups **Capability to produce content on time, with attention to detail, and an emphasis on identifying and pitching to a target audience** **A well-organized team player with the ability to perform various tasks, act individually, and think creatively** **Willingness to learn and develop cyber security skills as well as software development** **Competitive and proactive attitude** **Capacity to stay professional in stressful/dispute situations**

Kempton Park, Gauteng 1619

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9308045900089

Disability - Severe Scoliosis

Willing to relocate: Anywhere

Work Experience

Customer Service Agent

Altron Bytes People Solutions - Randburg, Gauteng

January 2021 to April 2021

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centers.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational

Switchboard Operator

Mustek Limited - Midrand, Gauteng

January 2017 to November 2017

- Identify Contact Centre customers and their needs.
- Respond to customers with factual and accurate information.
- Gather and process data specifically related to Contact Centers.
- Operate as a team member in a diverse working environment.
- Perform to the required standards and requirements.
- Implement and articulate operational

Education

Diploma in Software Development

Belgium Campus ITversity - Pretoria, Gauteng

April 2021 to Present

Certificate in Artificial Intelligence

EITCA.ORG - Brussels, EU

March 2021 to Present

Certificate in IBM Cybersecurity Analyst

Coursera

August 2022 to February 2023

Certificate in Computer Graphics

EITCA.ORG - Brussels

March 2020 to April 2021

Certificate

Emzamwen High School - Pietermaritzburg, KwaZulu-Natal

January 2009 to November 2013

Skills

- Customer service (4 years)
- Business Etiquette (3 years)
- Building your self-esteem & Assertiveness skills (4 years)
- Communication strategies (4 years)
- Time management (4 years)
- Microsoft Word (4 years)
- Microsoft Office (4 years)
- Microsoft Excel (4 years)

Languages

- English - Fluent
- isiXhosa - Expert
- isiZulu - Expert

Links

https://www.credly.com/badges/161c4236-ec75-4587-8d26-9353ba7f5f55/public_url

<https://www.linkedin.com/in/mkhuseli-nyamfu-779685123/?originalSubdomain=za>

Certifications and Licenses

Artificial Intelligence

March 2021 to Present

Sub Certificates:

Google Cloud Machine Learning

Google Cloud Platform
Python Programming Fundamentals
Google Vision API
TensorFlow Fundamentals
Machine Learning with Python
Deep Learning with TensorFlow
Deep Learning with Python, TensorFlow, and Keras
Deep Learning with Python and PyTorch
Advanced Deep Learning
Advanced Reinforced Learning
TensorFlow Quantum Machine Learning

Computer Graphics

March 2020 to Present

Sub-Certificates:

Adobe Photoshop
Adobe Illustrator
Adobe InDesign
Adobe Flash
Adobe Dreamweaver
Blender1
Blender2
Sketchup
GIMP

Cybersecurity Analyst

August 2022 to Present

Introduction to Cybersecurity tools & Cyber Attacks
Cybersecurity Roles, Processes & Operating System Security
Cybersecurity Compliance Frameworks & System Administration
Network Security & Database Vulnerability
Penetration Testing, Incident Response & Forensics
Cyber Threat Intelligence
Cybersecurity Capstone: Breach Response Case Studies

Assessments

Customer focus & orientation — Highly Proficient

March 2021

Responding to customer situations with sensitivity
Full results: [Highly Proficient](#)

Sales Skills: Influence & Negotiation — Proficient

January 2020

Using negotiation tactics to engage with and persuade customers.
Full results: [Proficient](#)

Attention to detail — Proficient

March 2022

Identifying differences in materials, following instructions and detecting details from among distracting information

Full results: [Proficient](#)

Intermediate spreadsheets with Microsoft Excel — Completed

December 2020

Knowledge of various Microsoft Excel features, functions and formulas

Full results: [Completed](#)

Verbal Communication — Highly Proficient

August 2020

Conveying information effectively when speaking.

Full results: [Highly Proficient](#)

Written Communication — Completed

February 2020

Conveying written information using proper grammar.

Full results: [Completed](#)

Working with MS Word documents (basic) — Proficient

August 2020

Knowledge of various Microsoft Word features, functions and techniques

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

References

Name of Company: Altron Bytes People Solution

Contact Person name: Yves Lubbee

Contact Person Position:Facilitator

Contact Number: 0112058892

Name of Company: DVG MEDIA TRAINING

Contact Person name: Jabulane Ubisi

Contact Person Position: Facilitator

Contact Number:0605255400