





GRADUATE

MNELISI MPONTSHANE

CONTACT INFORMATION

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SKILLS

- Cloud Computing (Google Cloud, Azure)
- Programming (Python, Java , CSS, C++,
- SQL, C#, R Programming, Prolog)
- Web development
- Systems development
- Team work and communication
- problem solving
- Adaptability

LANGUAGES

- English | Advanced
- Zulu | Native
- Xhosa | Intermediate

OBJECTIVE

I am a passionate tech enthusiast and critical thinker who is always ready to take on any educative challenges coming my way. I have strong programming skills and problem solving skills, and excel in teamwork and communication. With my passion for technology, I am eager to apply and grow my skills and knowledge in the technology industry to simplify business processes and lives of people.

EXPERIENCE

CLOUD DELIVERY ENGINEER INTERN

Liquid Intelligent Technologiees. Midrand, Gauteng | Jan 2024 - Jan 2025

- Was part of Cloud Platforms and Cloud Voice teams responsible for Professional services, service delivery and customer support.
- Daily troubleshooting to promptly resolve trouble tickets logged by customers on ServiceNow system to meet SLA.
- Attended meetings with customers to understand their requirements for voice solutions, research features to meet the customers needs and deliver/deploy as per customer's needs.
- Project management of Voice orders received. Updating our tracking tool to ensure revenue is being captured.

TECHNICAL AND DIGITAL SUPPORT ASSISTANT

Zuzingcebo Trading & Projects. Durban, KwaZulu-Natal | Nov 2022 - Mar 2023

- designed and updated company logo headers and business cards.
- handled the update and maintenance of company software(Outlook, Excel and Microsoft Word).
- Assisted employees with password reset and authentication.

EDUCATION

BCOM HONOURS IN INFORMATION SYSTEMS AND TECHNOLOGY

University of Kwazulu-Natal. | 2024 - 2024

BSC COMPUTER SCIENCE AND INFORMATION TECHNOLOGY

University of Kwazulu-Natal. | 2020 - 2023

PROJECTS

Web based reservation & Inventory system

- Worked in a group of 6. Focusing on the back end development using C# and ASP.NET Framework to develop a web based system for a local guest house.
- I was responsible for connecting the Microsoft SQL Server Database Management System with C# to handle transaction processing, information storage and Business intelligence(Power BI).

Abalone Game Board Modification

- Involved in modification of abalone game board using C++ language, using visual studio as the Integrated development environment.
- ensured full functionality and a pleasing graphical user interface to make the game more user-friendly.

CERTIFICATIONS & COURSES

Google Cloud Digital Leader, **Google Cloud** | Jun 2024

Cybersecurity Fundamentals, **IBM Skillsbuild** | Sep 2024

Associate Cloud Engineer, **Google Cloud** | Nov 2024