

# VIVEK MAHARAJ

I.T Specialist

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🏠 Durban / Pietermaritzburg,  
Kwa-Zulu Natal

## Experience

### **Software Escalations Specialist (L3)**

Orange Thunder Technologies t/a SimplePay  
2025 - Present

- Handling advanced escalations involving API queries, exception management, and troubleshooting data integration issues.
- Creating and managing TARs to monitor, document, and resolve complex software exceptions effectively.
- Collaborating with development teams to resolve persistent bugs, improve escalation workflows, and streamline customer support processes.
- Developing and implementing API error handling strategies to minimise customer impact and improve system stability.
- Conducting root cause analysis for recurring issues and recommending process improvements to enhance operational efficiency.
- Performed penetration testing based on vulnerability reports using tools such as Burp Suite, assisting in identifying and validating security weaknesses.
- Utilised Postman extensively for API testing, query validation, and integration troubleshooting.
- Applied knowledge of REST APIs and SaaS environments to deliver effective solutions across diverse customer use cases.

### **Customer Support Specialist (L1)**

Orange Thunder Technologies t/a SimplePay  
2024 - 2025

- Achieved a high customer satisfaction rate through effective support.
- Applying in-depth knowledge of legislation, accounting principles, and payroll systems.
- Basic proficiency in Xero and e@syFile, enhancing customer service capabilities.
- Converted several warm leads into paying customers, including businesses with 100+ employees.
- Collaborating remotely using tools like Slack, Confluence, Google Suite, and Freshdesk.
- Continuously developing skills in customer support processes and platform navigation.

## **Intern**

CodeAlpha  
2024-2024

- Engineered several projects in AI, Mobile App Development, and Cybersecurity. These can be found on my [Linkedln](#)

## Objective

Driven IT specialist with a background in software development and networking, seeking a role where I can leverage my technical skills, problem-solving expertise, and collaborative approach to contribute to impactful solutions in a dynamic team environment.

## Education

### **BSc. Information Technology**

Richfield Graduate Institute of  
Technology  
2023-2026

Data Science, Information Systems,  
Mathematics, Networking, Python, Web  
Technology, C++, Database Systems,  
Computer Architecture, Cloud Computing,  
Server Technology, Big Data & IoT, JAVA,  
AI, Cybersecurity, Software Engineering,  
Human Computer Interaction and Machine  
Learning, Operating Systems and Mobile  
App Development

### **National Senior Certificate**

Kharina Secondary School  
2017-2021

Afrikaans, English, Geography, Life  
Orientation, Life Sciences, Mathematics and  
Physical Science

## Skills

### **Programming & Web Development**

- Proficient in various programming languages and web development frameworks.

### **IT Support & Troubleshooting**

- Expertise in providing IT support, troubleshooting, and resolving technical issues.

### **Network Management & Security**

- Skilled in configuring, managing, and securing network systems to ensure optimal performance and data integrity.

### **Leadership & Event Coordination**

- Strong leadership abilities with experience in organising and managing events.

### **Teaching & Training**

- Capable of instructing and training individuals and groups.

## **Intern**

GAO Tek (GAO RFID Inc.)  
2024 - 2024

- Provided comprehensive technical support to clients, resolving issues efficiently and ensuring elevated levels of customer satisfaction.
- Collaborated with international stakeholders to streamline support processes and enhance communication across different time zones and cultures.
- Leveraged AI technologies to enhance product documentation, develop optimised AI prompts, and generate high-quality content for support materials.
- Participated in AI-related discussions and research to stay informed about industry trends and innovations in tech support.
- Contributed to the creation of training materials and the integration of AI-powered solutions into tech support operations.
- Prepared regular reports on key SEO metrics, providing actionable recommendations for improving online visibility and performance.

## **Consultant**

Richfield Graduate Institute of Technology  
2023 - 2024

- Assisted with cable installations and setting up a LAN network for 100+ computers, ensuring seamless connectivity and minimal downtime.
- Served as a guest lecturer, delivering engaging and informative sessions on relevant topics.
- Provided tutoring services, helping students understand complex concepts and improve their technical skills.
- Coordinated virtual events, managing logistics and ensuring smooth execution.

## **Achievements**

- Golden Key International Honour Society Member
- SRC Vice President
- DUX Awardee
- Top Achiever Award

## **Volunteer Work**

- Peer Promoter | SANBS
- Food Server | M.L Sultan Frail Care Centre
- Animal Care Associate | SPCA

## **Projects**

- Portfolio Website
- To-Do List
- Roman Numeral-Decimal Converter
- Decimal-Binary-Hexadecimal Converter
- Palindrome Checker
- Hand Gesture Recognition App
- File Encryption/Decryption System
- Voice Activated Virtual Assistant
- More can be viewed on my [LinkedIn](#) and [GitHub](#) profile

## **Training / Courses**

### **Amazon Web Service (AWS)**

- Cloud Foundations
- Cloud Security Foundations
- Data Centre Technician
- Engineering Operations Technician
- Introduction to Blockchain
- Machine Learning Foundations

### **Cisco**

- Introduction to Cybersecurity
- Introduction to IoT
- Networking Essentials
- Ethical Hacker

### **CompTIA**

- A+ Cert Prep + Practice Exam
- N+ Cert Prep

### **Google**

- Ads Search
- Analytics

### **Miscellaneous**

- Ethical Hacking and Penetration Testing
- Harvard Introduction to Computer Science (CS50)
- Introduction to Cybersecurity
- Introduction to VMware
- Network Security
- Networking Foundations
- More can be viewed on my [LinkedIn](#)

## **English Proficiency**

- EF SET: 78/100
- CEFR: C2
- <https://cert.efset.org/E8tU32>

## **Licenses**

- Drivers: Code 8 (B)
- Fire fighting level 1
- First aid level 1