

Nikilitha Kakaza

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Objective

Motivated and detail-oriented IT professional with a Web Development Certificate and hands-on experience in software support, troubleshooting, and testing. Skilled at diagnosing issues, assisting users, and ensuring smooth deployment of applications. Passionate about leveraging technical expertise and strong communication skills to support business-critical systems, facilitate change management, and enhance user satisfaction. Seeking an Application Support / QA role where I can grow while contributing to operational excellence.

Experience

Life Choices Studio – Web Development Intern

Sep 2023 – Sep 2024

- Provided first-line support to internal users and clients by troubleshooting, debugging, and resolving technical issues across web applications.
- Conducted functional and regression testing to ensure stability before deployments.
- Collaborated with developers, testers, and UX designers to translate requirements into working solutions.
- Monitored error logs, optimized system performance, and documented fixes for continuity.
- Assisted in version control (Git), deployments, and technical documentation for workflows.
- Acted as a liaison between users and the dev team, ensuring requirements and issues were clearly communicated and resolved.

DHK Architect – Job Shadowing

Sep 2019

- Supported senior professionals in preparing technical documentation, monitoring project progress, and ensuring alignment with specifications.
- Participated in stakeholder meetings and presentations, developing strong communication and facilitation skills.
- Conducted research and problem-solving tasks, contributing to sustainable design practices.

Education

Life Choices Academy – Web Development Certificate (2024)

Nelson Mandela University – BA Psychology (2021–2023)

Skills

▣ Application Support & QA: Troubleshooting, Testing (Functional/Regression), Error Log Monitoring, Documentation, Deployment Assistance, Stakeholder Communication

▣ Technical: HTML, CSS, JavaScript, Bootstrap, Vue.js, Node.js, MySQL, GitHub, WordPress, Python, Cloud Computing (AWS, Vercel), Linux

▣ Professional: Communication, Problem-Solving, Team Collaboration, Detail-Oriented, Adaptable, Facilitation