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.

Education

- **Life Choices Academy**   2024
  Web Development
  Web Development Certificate

- **Nelson Mandela University**   2021 - 2023
  Bachelor of Arts in Psychology
  Bachelor's Degree

Experience

- **Life Choices Studio**   25 September 2024 - Current
  Web Development Intern
  • 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.
  • Monitored error logs, optimized system performance, and documented fixes for continuity.
  •I assisted in implementing front-end features using HTML, CSS, and JavaScript, which enhanced site navigation and visual appeal. •Additionally, I contributed to back-end development by utilising technologies such as PHP and Python to improve website functionality.
  • Collaborated with developers, testers, and UX designers to translate requirements into working solutions.
  •I gained hands-on experience with version control systems like Git and actively participated in regular code reviews to ensure coding standards and best practices were upheld.
  • Acted as a liaison between users and the dev team, ensuring requirements and issues were clearly communicated and resolved.
  •To ensure project continuity, I also created and maintained technical documentation for workflows and coding processes.

- **Dhk Architect**   September 2019 - September 2019
  Job shadowing
  • 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.

Skills

- Application Support & QA: Troubleshooting, Testing (Functional/Regression), Error Log Monitoring, Documentation, Deployment Assistance, Stakeholder Communication
- Technical Skills:HTML, CSS, JavaScript, Bootstrap, Vue.js, Node.js, MySQL, GitHub, WordPress, Python, Cloud Computing (AWS, Vercel), Linux, Figma
- Professional Skills: Communication, Problem-Solving, Team Collaboration, Detail-Oriented, Adaptable, Creative, Facilitation