

# NONDUMISO PRECIOUS THWALA

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## Objective

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I am a young lady with a passion for IT Support. I have a background in software development, and I am currently incorporating Microsoft Service Management to my skillset. I'm a proactive problem solver and a self-starter, always eager to learn and grow.

## Skills

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- Good analytical and planning skills.
- Good Accuracy and attention to details.
- Excellent problem analysis.
- Excellent judgement according to the situation.

## Education

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<b>Post Graduate</b> Feb 2024 - Ongoing	<b>Post-Graduate Certificate in Education - University of South Africa</b>
<b>Under Graduate</b> 2022	<b>Diploma in Information Technology(Software Development) - Completed - Tshwane University of Technology, Emalahleni</b>
<b>Graphic Design Master class</b> Sept 2024 -Ongoing	<b>Graphic Design - Udemy Online Courses</b>

## Career Overview

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<b>DevOps Intern</b> Oct 2024 - Ongoing	<b>CAPACITI - Johannesburg</b> <ul style="list-style-type: none"><li>• assist in tasks such as CI/CD pipeline development, infrastructure management on cloud platforms, configuration management, monitoring and logging, security implementation, documentation, and troubleshooting.</li></ul>
<b>Coding And Robotics Educator</b>	

Jul 2024-Oct 2024

**Evander High School - Evander**

- •Systems Technology
- •Keyboarding Skills
- •Word Processing
- •Computational Thinking • Digital Citizenship
- •Spreadsheets • Coding

**ICT Services  
Software Tester &  
Help Desk  
Technician**

Jan 2021- Dec 2021

**Tshwane University of Technology - Emalahleni, Mpumalanga**

- Present on software packages and applications and develop lab templates.
- • Provide job cards to all IT technicians
- • Desktop support
- • Provide telephonic and Remote support
- • Construct, install, and test customised configurations based on various platforms and operating systems.
- • Perform backups
- • Where required, administer and resolve issues with associated end- user
- • workstation network software products
- • Receive and respond to incoming calls, pages, and/or work orders Specifications
- • Develop Tests, Execute Tests, Document Bugs, Troubleshoot Issues and Re-Test Software

## References

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**Candidate Manager**

**Kefiloe Mphya - CAPACITI**

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**Mentor**

**Amos Mkhabela - Evander High School**

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**ICT Services  
Manager**

**Mr Wilfred Motlounge - Tshwane University of Technology**

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