Nosipho Nocanda

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Contact details

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**Objective**

I am an IT student at Cape Peninsula University of Technology, looking to apply my acquired knowledge to practical work. Eager to learn new skills and develop my career in the IT environment.

**Skills**

* Familiar with Linux
* Familiar with programming languages: HTML, JavaScript and CSS
* Great group co-ordinator
* Good with communication
* Basic knowledge of database management and SQL
* Triage and ticket handling
* Cloud Computing (Azure, Microsoft 365)
* AI & Machine Learning Fundamentals
* Identity & Security Concepts
* Data Fundamentals (SQL, NoSQL, Azure Data Services)
* Microsoft Productivity Tools (Teams, SharePoint, Outlook)

**Education**

**Cape Peninsula University of Technology**: Higher certificate in Information Technology and communication.

[January 2022] –[ November 2022]

Relevant Coursework: Programming Fundamentals, Computer Networks, Web Development, Database Management, IT Ethics

**Thembalethu High School**

[January 2017] –[ November 2021]

Subjects: English( FAL); IsiXhosa; Life Orientation; Mathematics; Physical Sciences; Life Sciences and Geography.

**Current qualification**

**Cape Peninsula University of Technology**

Diploma: ICT IN COMMUNICATION NETWORKS

[January 2023] – [November 2025]

**WORK EXPERIENCES**

**Position:** Support Desk Intern  
**Company:** Advania  
**Duration:** 21/10/2024   
**Location:** Cape Town

**Responsibilities:**

* Provided technical support to clients via phone, email, and chat.
* Assisted in troubleshooting hardware and software issues.
* 1. Ticket Lifecycle & SLA Management
* Triage (Dispatch / scheduling

Closing tickets)

* Documented and tracked support requests using ticketing systems.
* Collaborated with senior support staff to resolve complex issues.
* Conducted follow-ups with clients to ensure satisfaction and resolution of issues.

**Projects**

**Website development**

-Using Java Script , HTML and CSS to code a user interactive website for shopping.

**References**

References are available upon request