Olefile **Mamorare**

Software Developer

079-720-371 | mamorareolefile@gmail.com | Website | LinkedIn | Pretoria

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SKILLS

FRONT END DEVELOPMENT | HTML, CSS, jQuery, Bootstrap, React.js
BACK-END DEVELOPMENT | Node.js, Java, Python, PHP, MySQL, PostgreSQL
SOFT SKILLS | Multi-taking, Communication, Creativity

EXPERIENCE

NEDBANK | RETAIL AND BUSINESS INTERN | MAY 2024 – PRESENT
- Provided excellent customer service by addressing inquiries related to account balances, transaction histories, and other bank-related questions, assisting an average of 20 clients daily.
- Streamlined the process for issuing new debit and credit cards, including replacements for lost or stolen cards, resulting in a 20% reduction in customer wait times and improved satisfaction.
- Offered detailed explanations and support for various banking products and services, leading to a 10% improvement in client understanding and satisfaction.
- Investigated and resolved over 50 client complaints regarding banking transactions by analysing account activity and implementing personalized solutions.
- Collaborated with other departments to ensure comprehensive solutions and maintain high levels of client satisfaction.

SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY |
ICT INTERN | MARCH 2023 – NOVEMBER 2023
- Carried out ICT training sessions, resulting in a 30% increase in end-user proficiency, measured through post-training assessments.
- Spearheaded software documentation development and maintenance, leading to a 20% increase in user satisfaction due to enhanced clarity and accessibility.
- Directed IT support for 200+ users, directly administering a range of hardware and software solutions to maintain organizational productivity.
- Orchestrated implementation of a vehicle parking management system, resulting in a 10% reduction in parking congestion and a 15% decrease in campus security incidents.
- Developed a detailed step-by-step brochure for the Student Online Refund platform, leading to a 30% decrease in support inquiries.
- Successfully orchestrated the QA process, yielding a 15% decrease in overall system bugs and a 20% reduction in software-related support tickets.
- Resolved software performance issues, resulting in a 15% enhancement of user experience for faculty and staff.
- Boosted efficiency within the academic department by providing technical support to lecturers in utilizing grading software, leading to a 20% decrease in grading time.

EDUCATION

- **SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY**
  - BSC HONOURS | COMPUTER AND INFORMATION TECHNOLOGY | 2023
- **SEFAKO MAKGATHO HEALTH SCIENCES UNIVERSITY**
  - BSC MATHEMATICAL SCIENCES | 2022

SUMMARY

Junior Software Engineer with an Honours degree in Computer Science and a background in ICT. Experienced in improving user satisfaction, efficiency, and software performance in academic settings. Skilled in front-end and back-end development and eager to keep learning. An innovative thinker and proactive leader, looking to work on transformative projects. Dedicated to delivering solutions that support the company's mission and encourage innovation.

COURSEWORK

- Data Structures and Algorithms
- Developing Android Apps
- Web Development
- Artificial Intelligence
- Machine Learning
- Database Management
- Mathematics
- Applied Mathematics
- Differential Equations

PROJECTS

- Portfolio
- Dice Game
- Drums Kit
- Simon Game

STRENGTHS

- Skilled at finding creative solutions to complex problems
- Proven ability to lead teams and projects effectively
- Continuous Learning and Adaptability
- Collaboration and Teamwork

HOBBIES

- Playing chess
- Enjoying 8-ball pool and improving strategic skills
- Enjoy watching animal documentaries to learn about wildlife and conservation