

OLWETHU NGALO

Motivated and detail oriented aspiring IT professional seeking an internship or learnership in User Support Services. Strong foundation in systems development, Java, and SQL. Ready to apply communication, troubleshooting, and teamwork skills to deliver effective support and contribute to innovative solutions while growing with industry trends.

Experience

2023 - Current

Store man – Bloch & Levitan (a Division of Berzack (PTY)LTD), 19 Transvaal St, Paarden Eiland, Cape town, 7405

- Assisted in maintaining a tidy and organized store environment as a store man
- Supported deliveries, ensuring timely and efficient service to customers.
- Developed strong communication skills, interacting with customers, drivers, and store staff.
- Demonstrating teamwork, adjusting to changing store demands and priorities.

Education

2021 – 2022

IT (User support services)
Nelson Mandela University

2024 – 2025

Software development
On The Ball College

2025 – current

System support
On The Ball College

Skills

Technical Support

- Troubleshooting and replace faulty hardware.
- Diagnose, analyze and resolve hardware, and
- network issues efficiently.
- Network configuration protocol (TCP/IP, DNS, DHCP).

End User Computing

- Proficiency Microsoft 365, MS excel, MS word,
- MS PowerPoint.
- Excellent communication
- Escalation and team problem solving
- Familiarity with Windows
- Knowledge of Microsoft teams

Languages

- IsiXhosa – fluent Nationality – South Africa
English – fluent

Contact

Phone: 075 021 1548

Email: olwethungalo@bardalesec.org.za

WhatsApp: 075 021 1548

Address: Mfuleni

Cape town

Western Cape

7100

Certifications

- Oracle – On the Ball College
Oracle Certified Foundation Associate
- Google Coursera - Umuzi
Technical Support Fundamentals

Reference

Mr. Mark Thomson – Nelson Mandela

University

Senior lecture

Mark.Thomson@mandela.ac.za

041 504 3826

Facilitator

Melvin Ahrends– On the ball college

melvin.ahrends@ontheballcollege.co.za

Information System

- Knowledge of firewall configuration and management
- Knowledge of common cyber threats, such as malware, phishing, and ransomware.
- Ability to analyze and optimize processes.

Information Technology

- Programming language – pseudocode
- Database management
- Networking
- Operating system

System development

- Java foundation.
- Understanding Java's primitive and reference types.
- Using operators, if-else statements, loops, and switch statements.
- Defining and invoking methods, understanding method overloading.
- Classes, Objects, inheritance, polymorphism, encapsulation, and abstraction.
- SQL (Relational database management).
- Ability to write basic SQL queries.



This is to certify that, all the requirements
having been met, the

Higher Certificate in Information Technology in User Support Services

with all the associated rights and privileges,
was awarded to

Olwethu Ngalo

ID no.: 9907125746088

at a congregation of the Nelson Mandela University on

4 May 2022

Certificate no.: 20226458

A handwritten signature in black ink, appearing to read 'A. D. ...', positioned above a horizontal line.

Vice-Chancellor

A handwritten signature in black ink, appearing to read 'P. ...', positioned above a horizontal line.

Registrar

Document Serial Number



CRT920049856137

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NELSON MANDELA UNIVERSITY

Student Information Access System

Examination Results

[Back](#)**Name** Ngalo ON Mr**Student No.** 224061208**Qualification** HCert (IT) (User Support Services)

Exam Year	Exam Month	Subject Code	Subject Description	Year Mark	Exam Mark	Final Mark	Result
2021	6	ITS1011	INFORMATION TECHNOLOGY SKILLS 1	59		59	Pass
2021	6	WIH1011	INFORMATION SYSTEMS 1	61		50	Pass
2021	11	TSS1012	TECHNICAL SUPPORT 1	51	54	53	Pass
2021	11	USS1012	USER SUPPORT 1	74	40	54	Pass

These results may change.



CERTIFICATE

OF COMPETENCE

PRESENTED TO:

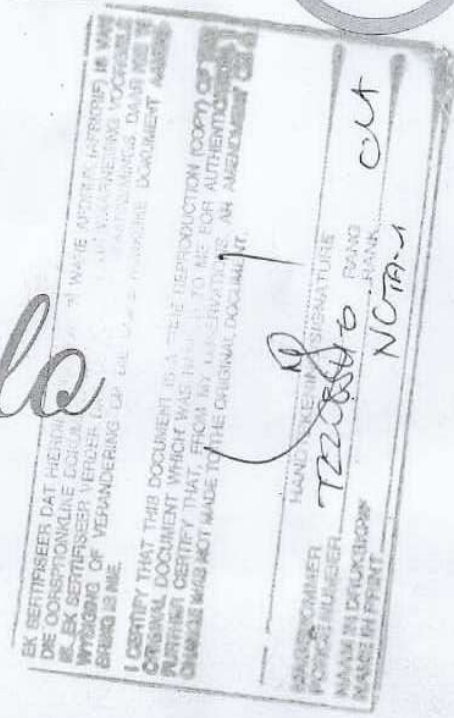
Olwethu Ngale

National Certificate: Systems Development 48872
NQF Level: 5
Credits: 31
ID: 9907125746088

November
2024/084



Kim Palmer
CEO & Founder





Oracle Certified Foundations Associate

Certificate of Recognition

Olwethu Ngalo

Java Certified Foundations Associate

This certifies that the above named is recognized by Oracle Corporation as Oracle Certified.

April 14, 2025

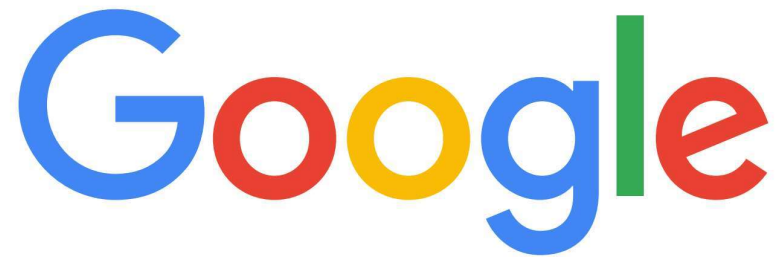
Date

A handwritten signature in black ink, appearing to read "D. Carey".

Damien Carey
Senior Vice President, Oracle University



316304650JAVA8OJA



Oct 20, 2024

Olwethu Ngalo

has successfully completed

Technical Support Fundamentals

an online non-credit course authorized by Google and offered through Coursera

Google

Google

COURSE
CERTIFICATE



Verify at:

<https://coursera.org/verify/TKMY7MIR64MJ>

Coursera has confirmed the identity of this individual and
their participation in the course.



Oracle Certified Foundations Associate

Certificate of Recognition

Olwethu Ngalo

Oracle Cloud Infrastructure 2025 Certified Foundations Associate

This certifies that the above named is recognized by Oracle Corporation as Oracle Certified.

August 15, 2025

Date

A handwritten signature in black ink, appearing to read "D. Carey".

Damien Carey
Senior Vice President, Oracle University



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