Philiswa Ngada

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Port Elizabeth

Creative Vision

Results-driven professional with expertise in modern web technologies and a passion for creating usercentered solutions.



Experience Journey

IT Support

CAPACITI

2025-05 - Present

• Troubleshoot Technical Issues: Diagnose and resolve hardware, software, and network problems for end users. Install and Configure Systems: Set up computers, operating systems, applications, and peripheral devices. Provide Help Desk Support: Respond to support tickets, phone calls, or emails to assist users with technical queries. Maintain IT Infrastructure: Perform routine maintenance on systems, servers, and networks to ensure optimal performance. User Account Management: Create, modify, and manage user accounts and permissions in Active Directory or similar systems. Document Resolutions: Record issues, solutions, and updates in ticketing systems for knowledge sharing and tracking. Ensure Data Security: Support backup processes, antivirus protection, and compliance with cybersecurity policies. Train and Support Users: Educate staff on software tools, security best practices, and IT policies. Monitor System Performance: Use diagnostic tools to proactively identify and resolve potential issues. Collaborate with IT Teams: Work closely with network administrators, developers, and vendors for escalated issues.



Featured Work

Custom Content Generator

a specialized content generation tool that produces high-quality outputs for a specific use case.

VS CodePythonHugging Face



JavaScript

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Python React Node.js Git Tableau



Learning Path

Bachelor's Degree

Walter Sisulu Universty

2023-09

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