

# Philiswa Ngada

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## Professional Summary

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

## Professional Experience

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2025-05 - Present

### IT Support

#### CAPACITI • Port Elizabeth

- **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.

## Education

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2023-09

### Bachelor's Degree in Statistics

#### Walter Sisulu Universty

GPA: 3.4

## Skills

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### Technical

JavaScriptPythonReactNode.jsGitTableau

# Projects

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## Custom Content Generator

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

VS Code   Python   Hugging Face