

Tshivhula Phumudzo Given

JUNIOR WEB/SOFTWARE DEVELOPER

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Objective

Seeking a career change to web/software developer to leverage my transferable skills of technical support, problem solving, Customer focus, collaboration and network honed during my role as field technician and brand ambassador, combined with my passion for web/software developer. Committed to applying my adaptable mindset and dedication to excel in a new professional direction, I am eager to contribute fresh perspectives, learn continuously, and drive success in tech developer. I also hold a Diploma in Information Technology from the University of South Africa.

Experience

Junior Web Developer Intern - ZAIO Coding School (May 2023 - November 2023)

I am currently enrolled in a full-stack web developer NQF Level 5 program. - Gaining proficiency in front-end and back-end web development, with a focus on ReactJS, NodeJS, MySQL, Firebase and Bootstrap. - Collaborating with a diverse team on real-world web development projects.

Brand Ambassador -The Virtual Institute of Technology ,2021 – Present

As a Brand Ambassador, I have been instrumental in elevating brand awareness through diverse strategies, including event marketing, demonstrations, sales, and promotional activities. I have actively contributed to crafting impactful social media content that effectively showcases the brand's offerings and engages the intended audience. During retail events and sampling opportunities, I have represented the brand, establishing positive interactions and memorable experiences for potential customers. A confident and informed approach has enabled me to effectively convey product details and educate consumers about the brand's advantages. Notably, in 2022, I organized and led the Work Base Exposure (WBE) initiative for VHEMBE TVET IT students, facilitating practical industry exposure and benefiting over 50 participants. Moreover, I have played a pivotal role in forming partnerships with educational institutions such as VHEMBE TVET college, CAPRICORN TVET college, and THASULULO FET college, expanding the brand's outreach and promoting collaboration. Leveraging my proficiency in social media management and marketing, I have executed successful brand awareness campaigns and engaged the target audience effectively. My skill set includes expertise in social media management.

Field Technician -Thabure Towerco ,2020 - Present

In my role as a Field Technician at Thabure Towerco, I have been responsible for diagnosing and troubleshooting cambium network radios and layer 2 link network. I have maintained precise records of field data of testing layer2 service testing in SA connect in Vhembe district, ensuring accurate documentation for future analysis of service testing. Leveraging my technical skills, I have effectively repaired and resolved problems, optimizing system performance. Performing preventive maintenance and annual service visits has been crucial in preventing malfunctions and extending equipment lifespan. I've consistently improved customer satisfaction by swiftly addressing technical and connectivity issues, both on-site and remotely. Collaboration with technical teams has been integral, fostering a cooperative work environment. Additionally, I have overseen monitoring of 50+ Network Operations Centre subscribers, ensuring smooth operations. My skill set includes hardware installation, wireless networking, technical support, troubleshooting, Microsoft Office, and network administration.

Field Technician internship - Maredi Telecoms ,2018 – 2020

During my internship at Maredi Telecoms, I proficiently conducted troubleshooting and diagnostics of broadband network equipment, machinery, tools, and components, effectively addressing malfunctions. I meticulously recorded test results of service testing(L2/L3), facilitating precise analysis for efficient problem-solving. By applying my technical expertise and operational knowledge, I successfully executed repairs and preventive maintenance on various systems on sites. I consistently improved customer satisfaction by resolving technical issues, on-site challenges, and internet connectivity problems. Active collaboration with technical teams was pivotal, allowing me to contribute to projects and enhance overall

organizational success. Additionally, I played a role in monitoring over 50 Network Operations Centre (NOC) subscribers, ensuring smooth operations and prompt issue resolution. Furthermore, I gained hands-on experience in constructing mini towers, strengthening my skills in wireless broadband, technical support, troubleshooting, teamwork, and Microsoft Office proficiency.

RELEVANT EDUCATION

ZAIO Coding School, May 2023 - November 2023

Full stack web developer NQF level 5

full stack web developer frontend and backend web development part-time course

University of South Africa (UNISA), 2019 -2022

Diploma in Information Technology

Diploma in Information Technology Certificate completed and graduated in May 2023.

Field of study: Web developer and IT technician.

VHEMBE TVET College, 2017 certificate

NQF 4 Information Technology and Computer Science certificate
certificate completed

Litshovhu Secondary School, 2012

Matric Certificate

Certificate completed

Skills & abilities

Technologies: ReactJS, NodeJS MySQL and Bootstrap

Languages : PHP, Cascading Style Sheets (CSS), HTML and Visual Basic .NET (VB.NET)

Others : Git and GitHub

Volunteered

Assistance tutor VHEMBE TVET COLLEGE , Mar 2018 - Jun 2018

I assisted students with programming language VB.net under following topic: functions, procedures, arrays supervised by Mr singo L.E

References

Available upon request.