



PROFESSIONAL SUMMARY

As an IT professional, I possess a robust foundation in software development, computer functionality, and the delivery of exceptional software and hardware support. My expertise extends to proficient front-end development, portal management, oversight of Windows upgrades, and the provision of high-caliber end-user technical support. I am adept at troubleshooting issues and implementing new hardware solutions to enhance performance. I am committed to continuously expanding my knowledge in the dynamic realm of technology to remain abreast of industry trends. I am actively seeking a challenging career opportunity where I can leverage my technical acumen, passion for innovation, and pursuit of personal and professional advancement within a progressive organization. My track record reflects a consistent delivery of high-quality results that surpass expectations and contribute significantly to the success of the industry.

EDUCATION

Tshwane University Of Technology
Advanced Diploma in Computer Science
2023 – In Progress

Tshwane University Of Technology
National Diploma In Information Technology
(Software Development)
2019 – 2022

Old Mill High School
NSC – Grade 12
2017

SKILLS

- Java
- C++
- Python
- JavaScript
- Css
- Streamlit Framework
- Angular Framework
- SQL, MS SQL, PSQL
- Problem-solving
- Software Development Life Cycle
- Analytics
- Testing & Debugging
- Troubleshooting

CERTIFICATIONS

- Machine Learning (IBM)
- Technical Support (IBM)
- Hardware and Operating systems (IBM)
- Data Science (IBM)

PROFESSIONAL EXPERIENCE

Service Desk Analyst

In2it Technologies | June 2024 – Present

- Responding to inquiries and resolving issues related to IT equipment, applications, and systems
- Serving as a single point of contact for system-related issues
- Providing superior customer service and support for a variety of service needs.
- Delivering maintenance for primary incident solutions and reporting to the centralized division of the service desk
- Allocating tasks, conducting research, and resolving incidents and requests related to application software and hardware

Tutor

Tshwane University of Technology | March 2024 – May 2024

- Tutoring first-year java programming module.
- Tutoring first-year web development module.
- Tutoring second-year database module.

Informational Center Technical Assistant

Tshwane University of Technology | March 2022- March 2024

- Provided technical assistance and support to staff members on hardware and software issues
- Installed, configured, and troubleshoot hardware and software, ensuring smooth operation of computer systems and networks
- Collaborated with team members to develop and implement Standard Operating Procedures and Training materials
- Assisted in maintaining and updating documentation related to IT systems and processes.
- We conducted regular maintenance tasks like system updates and backups to ensure optimal performance and data security.
- Assisted in setting up and configuring computer workstations, printers, and other peripheral devices.
- Responded to information requests, screened and transferred calls, and provided timely and courteous support to users
- Collaborated with IT team members to resolve technical issues and provide effective solutions.
- Stayed up-to-date with emerging technologies and trends in the IT field to continuously improve knowledge and skills

PROJECTS

- Limpopo Varsity Hackathon Website
<https://lah.web.app/>

Front-End Developer Intern

Informatics Engagement Project | May 2022- May 2023

- Collaborated with a team of developers to create and maintain web applications.
- Assisted in the development of user interfaces and implemented responsive design principles.
- Conducted code reviews and implemented optimizations to improve website performance.
- Developed the Limpopo Varsity Hackathon website.
- Implemented front-end functionalities using HTML, CSS, and JavaScript.
- Assisted in the testing and debugging of web applications to ensure optimal functionality.