Ratidzai Makondo

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PROFESSIONAL SUMMARY

Results-driven and enthusiastic IT professional with a strong educational background in Information Technology. Proficient in programming languages such as Python, Java with a solid understanding in data analysis and technical support. Experienced professional with a proven track record in diverse work environments, consistently delivering measurable results. Known for exceptional problem-solving skills, unwavering integrity, and a strong work ethic. Demonstrated ability to quickly grasp new technologies and continuously expand knowledge in the field. Actively staying updated with emerging trends and advancements. A self-motivated and proactive individual, constantly driving innovation and seeking ways to enhance efficiency. Valued as a collaborative team player, dedicated to making a meaningful impact, and actively sharing feedback with colleagues. Thrives under pressure and is motivated to excel in any given situation. I am seeking a position as a Junior IT Support Engineer at your esteemed company, leveraging my skills and expertise. A committed team player, ready to make a significant impact in your company.

WORK EXPERIENCE

RT7Digital | Cape Town, Western Cape, South Africa | 06/2022 - Current
Trainee Amazon Advertising Manager
- Successfully implemented, monitored, and managed paid media campaigns on the Amazon platform, resulting in increased brand visibility and sales growth.
- Led the management and execution of Digital PPC strategy, including comprehensive keyword research, ad creation, optimization, and competitive analysis, leading to improved campaign performance and return on investment.

R Labs | Cape Town, Western Cape, South Africa | 07/2021 - 11/2021
Software Developer
- Collaborated with developers to successfully identify and resolve software bugs, ensuring smooth functionality and optimal user experience.
- Developed web applications as part of a software development team, leveraging Python framework to deliver engaging and user-friendly interfaces.
- Developed APIs utilizing the REST framework, enabling seamless retrieval of data in the widely supported JSON format, enhancing efficiency and data accessibility.
- Utilized MySQL database integration to support data storage and retrieval within the web application.

Snapped Concepts | Cape Town, Western Cape, South Africa | 12/2020 - 03/2021
Brand/Customer Ambassador
- Engaged customers with a friendly and approachable demeanor, ensuring an amazing shopping experience.
- Proactively approached potential customers, initiating natural conversations to build brand loyalty.
- By combining exceptional customer service with a persuasive communication style, I positively influenced purchasing decisions.
- Demonstrated adaptability in handling various customer needs and challenges.

EDUCATION

BTech in Information Technology in Application Development
Cape Peninsula University of Technology | South Africa | 11/2022

Diploma In Information Technology in Applications in Application Development
Cape Peninsula University of Technology | South Africa | 11/2021

National Senior Certificate
Bernadino Heights High School | South Africa | 12/2016

CERTIFICATIONS

Microsoft SC 900

Microsoft AZ 900

Microsoft PL 900

SKILLS

Organizational Skills, Attention to Detail, Problem-Solving skills, Troubleshooting, Teamwork, Adaptability, Communication Skills, Positive attitude, Resilience, Openness to learning, Flexibility, Customer Service, Account Management, Analytical Thinking, Troubleshooting, Windows 10/11, Microsoft 365, Installation, Documentation Skills, English, Hands-on Mentality Continuous learning, Agile & Scrum, Adaptability, Data Analysis, R Programming Language, Software Technical Support, PowerShell, DevOps, Node.JS, Django, Python, Agile Software Development, Linux, MySQL, Java, Git, SQL, CSS, HTML, Scrum, Agile, Linux, CI/CD, VS Code, Bitbucket, SpringBoot, Docker, Data analysis, Backend development, Flexible, Team Player, Reliability