



# Siseko Makomazi

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I am a potential graduate of Tshwane University of Technology with a National Diploma in IT, specializing in Software Development and Technical Application. My focus is on achieving results with great attention to detail, especially when it comes to resolving technical issues. I am passionate about troubleshooting hardware and software problems, and I am an entry-level software developer with strong problem-solving skills. I am a quick learner and eager to gain hands-on experience in the IT field.

I'm a hardworking and trustworthy individual who enjoys working in a team as well as working alone. I'm an excellent communicator with colleagues and clients alike. I am self-motivated and always eager to learn new skills and gain the ability to teach others.

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## Experience

### CONSTRUCT EDUCATION

#### L1 SOFTWARE SUPPORT ANALYST: 2023 – 2024

I offer support for learning management systems used by higher education students and staff. My responsibilities include handling user inquiries through ticketing systems like salesforce, quality assurance, validating reported issues, and facilitating efficient communication using tools like slack and google workspace.

In addition, I proactively identify and escalate any bugs that could potentially impact the system and address any user interface issues that may arise. I always adhere to industry-standard processes and maintain high standards of service.

### ULWAZI ICT SERVICES

#### HELP DESK

As a non-paid volunteer, I faced real-world challenges that allowed me to fine-tune my problem-solving skills. It also gave me the chance to apply theoretical knowledge to practical scenarios, which served as a bridge between academic learning and the professional it landscape.

This experience provided valuable insights into the industry and helped me build a solid foundation for a successful career.

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## Projects:

### Project Name: SAPS Database Design

#### Tshwane University of Technology 1<sup>st</sup> Year Students Competition – 2018

I took part in a programming competition for first-year students and we were tasked with designing a database prototype for the South African Police Services. My role was to design the user interface for the home page and integrate the login functionality into the database for user verification. To achieve this, I used C++ Builder with Visual Studio, and utilized C++ and SQL as my programming languages. As a first-year student, participating in this competition was a valuable experience which helped me major in Computer Science as a Software Developer in my 3rd year.

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## Education

### **JAN 2012 – DEC 2016**

Matriculated at Kayamandi High School, Stellenbosch

### **FEB 2017 – DEC 2017**

NQF 2: Information Technology & Computer Science at Boland College, Stellenbosch

### **FEB 2018 – DEC 2023**

ND: Information Technology at Tshwane University of Technology, Pretoria

*Note: Seeking Industry Exposure for minimum of 6 months/ full time role to graduate.*

*Recommendation Letter from Institution provided below.*

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## Certificates

### **TSHWANE UNIVERSITY OF TECHNOLOGY PROGRAMMING COMPETITION**

2018

1<sup>st</sup> Years Programming Competition.

### **ONLINE COURSES**

2023

Online Non-Credited Courses Authorized by Google And Offered Through Coursera

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming A Power User
- System Administration and It Infrastructure Services

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## Skills

**Soft Skills:** Team Player, Time Management, Conflict Management, Critical Thinking, Collaborative, Communicative, Prioritization, Problem Solving, Supportive, Energetic, Technically Savvy, Strategic Thinking, Passionate

**Software's:** Visual Studio, C++ Builder, Jira, Salesforce Lightning, SQL Oracle, Google Workspace, Packet Tracer Cisco, Ubuntu OS, Remote Desktop, Microsoft Suite

**Technical Skills:** End-User Support, Installation and Configuration, Virtual Machines, Active Directory, Software Analytics, Programming, Object-Oriented Programming, SQL, Analysis, Documentation, Maintenance, Database Design, Internet of Things, Hardware Installation, Troubleshooting, Networking, Database Development And Administration, Business Analysis And Modelling, Software Development (Programming)