

Curriculum Vitae of Sanelisiwe Sileku

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Western Cape, Cape Town, Parklands, 7441

Driver's License: code 10/C1

Date of Birth: 1993 January 26

EDUCATION

Feb 2016 — Nov 2019 Full-time	National Diploma: Computer Systems Engineering <i>Cape Peninsula University of Technology</i>	NQF 6
Jan 2006 — Nov 2010 High School	Metric <i>Ebenezer Majombozi High School</i>	

PROFESSIONAL SUMMARY

Detail-oriented **IT Technician** and **Web Developer** with 3+ years of experience in **software/hardware installation, troubleshooting**, and technical support. Skilled in diagnosing and resolving system issues, performing upgrades, and ensuring minimal downtime for clients. Proficient in **Microsoft environments**, basic **SQL**, and remote/user assistance tools. Adept at following structured processes, documenting solutions, and delivering excellent customer service. Flexible working after-hours, shifts, and weekends to meet client needs.

EMPLOYMENT HISTORY

Jan 2023 — Jul 2024 Contract	SOFTWARE DEVELOPER <i>UVU Africa</i> <ul style="list-style-type: none">Developed full-stack web applications (MERN stack), troubleshooting performance bottlenecks and debugging cross-browser compatibility issues.Collaborated with teams to integrate APIs and databases (SQL/NoSQL), ensuring seamless data flow and system reliability.Optimized applications for scalability and uptime, reducing server crashes
May 2021 — Jan 2023 Full-time	IT TECHNICIAN <i>Self-employed</i> <ul style="list-style-type: none">Hardware/Software Troubleshooting: Diagnosed and resolved issues for 30+ clients (PCs, printers, networks), achieving 95% client satisfaction.System Upgrades & Maintenance: Installed OS updates and optimized systems to reduce downtime.Remote & On-Site Support: Provided step-by-step guidance to non-tech users via TeamViewer/AnyDesk, resolving issues remotely.Security Basics: Set up firewalls, antivirus, and backup solutions to protect client data.
Mar 2020 — Mar 2021 Contract	TECHNOLOGIST INTERN <i>Astrofica Technologies</i> <ul style="list-style-type: none">Deployed and maintained web servers, ensuring uptime during updates.Debugged cross-platform software issues affecting system performance.Used SQL to manage databases for web applications.Resolved website/application errors (HTTP, DNS issues).Programmed Microcontrollers with C programming language.
Feb 2019 — Jan 2020 Contract	TECHNICIAN <i>ATA-ATNS, Air Traffic and Navigation Services</i> <ul style="list-style-type: none">Installed and configured electronic systems, hardware, and software, ensuring seamless integration and minimal downtime.Optimized computer networks for performance and reliability, troubleshooting connectivity issues.Diagnosed and resolved system errors, reducing downtime.Executed system updates and integrations following standardized protocols, maintaining compliance.

SOFTWARE AND SKILLS PROFICIENCY

- **JIRA**
 - **Windows OS (10/11, Server)**
 - **Active Directory**
 - **SQL, MongoDB**
 - **TeamViewer, AnyDesk**
 - **TCP/IP, DNS, DHCP troubleshooting**
 - **Microsoft Office Suite**
 - **PowerShell/Bash**
 - **Browser DevTools**
 - **MERN Stack**
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INTERESTS AND HOBBIES

I enjoy reading comic books, watching movies (Sci-fi, fantasy, and anime), listening to music, and spending time with family and friends.

REFERENCES

Available at your request.