

Personal Information

Date of Birth:

8 June 1991

Address:

17 Tlotli Flats
Unit 3
Mmabatho
2745

Phone:

072 600 5104
+27 71 687 6941

E-mail:

bshakex@gmail.com

Languages:

English, Setswana, Sesotho and French
for beginners

Driver's license:

Code 8 and own transport

Social Links:

LinkedIn:

www.linkedin.com/in/boitumelo-sempe-525b2baa

GitHub:

<https://github.com/ShakexSempe>

FreeCodeCamp:

<https://www.freecodecamp.org/boitumelo-sempe>

Boitumelo Sempe

Web Developer

Employment:

09/2015 - 09/2016

Department of Labour: Compensation Fund

Customer Care Agent:

- Provide quality service to clients, according to company policies.
- Deal with all the types of queries relating to the Fund.
- Log all queries to the system according to requirements.
- Investigate queries, resolve and provide feedback to clients within a reasonable time specified in the policies and procedures.
- Comply with quality control standards.
- Liaise with clients/stakeholders to ensure consistent customer satisfaction.
- Report any critical service delivery problems to Management.
- Work closely with Operations Admin to maintain high quality customer service.

Web Development Skills:

- Front End:
 - HTML; CSS (Bootstrap) ; Javascript;
- Front End Framework:
 - React.Js
- Back End:
 - Node.JS: NPM; Express.JS; MongoDB
- Web Deployment:
 - Git; GitHub
- Web Hosting:
 - Heroku; Netlify

About Me:

I'm an International Relations Graduate from University of Pretoria having gained my A-levels at the International School of South Africa.

I started learning to code in 2019 and enrolled in the online boot camp 'freeCodeCamp' through which I completed a Responsive Web Design Certification.

My objective is to work as Front End Developer and ultimately as I gain experience progress on to a Full Stack developer.

I have excellent verbal and non-verbal communication skills which served me well as customer care agent working in a high pressure environment at the call centre and walk-in centre at the Compensation Fund.

I work very well in teams and I'm eager to learn new tasks and skills.

Education Information:

University of Pretoria

Course Name: **Bachelors of Political Sciences in International Relations (2015)**
Modules Completed: -International Relations; Political Science; Sociology;
-Economics; History; Philosophy; Research; French 101.

International School of South Africa

Highest Grade Passed: **Cambridge Advanced Level (Completed in 2010)**

Subjects Completed: -Advanced Level: Geography; Business Studies; English language and Literature.
-Advanced Subsidiary level: Business Studies, Geography, English literature, English Language and Economics.

References:

- Ms. Higa (Supervisor: Department of Labour Compensation Fund)
-Tel: 012 319-9111 ext. 4605 or 083 689 4944
- Mrs. Gabrielle (Teacher at the International School of South Africa)
-Tel: 018 381 1102