

## Personal Information

### Date of Birth:

8 June 1991

### Address:

17 Tlotli Flats  
Unit 3  
Mmabatho  
2745

### Phone:

072 600 5104

### 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](https://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 Studies (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