

## 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](http://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.

### Education:

2011-2014

#### University of Pretoria

-Bachelor of Political Sciences in  
International Relations

2004-2010

#### International School of South Africa (ISSA)

-Cambridge Advanced Level -2010  
-Cambridge Advanced Subsidiary Level- 2009

### Web Development Skills:

Front End: HTML; CSS (Bootstrap) ; Javascript;  
React Js

Back End: Node.JS; Express.JS; MongoDB

## 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

<b>Course Name:</b>	<b>Bachelors of Political Sciences in International Studies</b>
<b>Modules Completed:</b>	-International Relations; Political Science; Sociology; -Economics; History; Philosophy; Research; French 101.

### International School of South Africa

<b>Highest Grade Passed:</b>	Cambridge Advanced Level. Completed in 2010
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<b>Subjects Completed:</b>	-Advanced Level: Geography; Business Studies; English language and Literature. -Advanced Subsidiary level: Business Studies, Geography, English literature, English Language and Economics.
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## 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