

## Contact

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(LinkedIn)

## Top Skills

Flask  
Spring Boot  
SQL

## Certifications

CS50's Introduction to Programming with Python  
Microsoft AI Fluency Course  
Java Core

# Riyaaz Mahamed

Software Dev | Final Year Student at WeThinkCode | Python | Java |  
Front Desk Staff | Tech Support  
Johannesburg, Gauteng, South Africa

## Summary

I'm exploring the world of technology as a student at WeThinkCode, concentrating on honing my creative coding and problem-solving abilities. I have a solid foundation in customer service, flexibility, and teamwork thanks to my experience working in retail, logistics and wholesale sectors. I am well-known for my devotion, self-growth, and commitment to lifelong learning. I work well in hectic settings and tackle every problem with positivity and a solution-focused mindset.

I'm enthusiastic about developing my technical knowledge and applying it to my practical experience to make a significant contribution in tech-driven positions. I look forward to working with other professionals in order to exchange ideas, gain knowledge, and develop.

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## Experience

### WeThinkCode

11 months

#### Front Desk Administrator & Tech Support

January 2025 - Present (7 months)

City of Johannesburg, Gauteng, South Africa

Customer-focused front desk and technical support professional with a strong track record in delivering exceptional service, resolving a wide range of technical issues, and ensuring seamless administrative and operational support in fast-paced environments.

#### Key Skills:

- Managing high volumes of calls, emails, and appointment scheduling
- Maintaining accurate records, handling inquiries, and supporting day-to-day office operations

- Providing end-to-end technical support for hardware, software, network, and system issues
- Troubleshooting and resolving desktop, printer, connectivity, and application problems across Windows, macOS, and web platforms
- Supporting users with setup, configuration, and use of internal tools and third-party platforms
- Proficient in Microsoft Office Suite, Google Workspace, scheduling tools (Calendly), helpdesk systems (e.g., Zendesk, Freshdesk), and remote support tools (e.g., TeamViewer, AnyDesk, Zoom).

#### Student Software Developer

September 2024 - Present (11 months)

City of Johannesburg, Gauteng, South Africa

Student studying Software development at WeThinkCode\_

#### Drinkworld

Customer Service Supervisor

September 2022 - February 2024 (1 year 6 months)

City of Johannesburg, Gauteng, South Africa

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## Education

#### WeThinkCode

Higher National Diploma, Software Development · (September 2024 - December 2025)

#### John Orr Technical High School

· (December 2021)