Personal Information:

Simphiwe Dlamini

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Objective

A **Computer Systems Engineering** graduate and **Junior Consultant** specializing in **software development** and **automation**. Experienced in BMC Helix Innovation Studio, Angular, and full-stack development. Skilled in managing dependencies in Node.js and npm, troubleshooting package conflicts, and styling web applications with HTML and Tailwind CSS. Passionate about leveraging AI to optimize IT environments and develop innovative solutions.

Experience

Junior Consultant – Software Development & Automation

New Island Technologies | **Feb 2025 – Present**

- **Developing and automating solutions** using **BMC Helix Innovation Studio, and Angular**.

- **Optimizing IT operations** by implementing **AI-driven automation** for monitoring and issue resolution.

- **Utilizing Node.js and npm** to manage dependencies, troubleshoot package conflicts, and integrate third-party libraries.

- **Styling and designing web applications** using **HTML and Tailwind CSS**.

- **Adapting to diverse development environments** and troubleshooting technical issues.

AIOPS Intern

New Island Technologies | **Aug 2024 – Jan 2025**

- **Optimized IT environments** with **BMC tools**, improving operational efficiency and system reliability.

- **Monitored and analyzed** system performance, identifying and resolving issues through **automation and AI-driven insights**.

- **Implemented AI for root cause analysis**, reducing incident response time.

Pre-WIL (Full-Stack Web Developer Intern)

Tshwane University of Technology | **Jan 2024 – July 2024**

- **Designed and developed** a locally hosted **e-commerce website**.

- **Built dynamic front-end interfaces** using **HTML, CSS, and JavaScript**.

- **Developed and maintained backend functionalities** with **Python and Django**, managing data with **SQLite**.

- **Collaborated with cross-functional teams** to ensure a seamless user experience.

Education

- **Matric:** Tholulwazi Secondary

- **College:** Reunert College

- **University:** Tshwane University of Technology (**Graduated in Computer Systems Engineering**)

Skills

- Drafting and writing a system design document

- Building, managing and deploying AI solutions in Microsoft Azure

- Data Analysis

- IT Infrastructure Monitoring

Certifications

- Microsoft AI Azure fundamentals

- Microsoft Certified: Azure AI Engineer Associate

- Microsoft Certified: Power BI Data Analyst Associate

- BMC Discovery Administrator