

# Teboho Rathethe Mokgosi

IT Applications Support and Management Intern | BSc in IT (Computer Science)

0722389325 | [mokgositeboho77@gmail.com](mailto:mokgositeboho77@gmail.com) | [LinkedIn](#) | [Personal Website](#) | Pretoria, Gauteng

## SUMMARY

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I hold a Bachelor of Science in Information Technology majoring in Computer Science and Business Management and currently an IT Intern at the Department of Higher Education and Training (DHET). I have hands-on experience in Software Development, Technical Application Support and System administration with a strong passion for building clean, efficient, functional digital solutions. I specialize in frontend development with hands-on experience in backend development. I'm proficient skilled in languages and frameworks such as C#, ASP.NET Core, HTML5, CSS3, JavaScript, SQL, CMS platforms like WordPress and SharePoint and Design tools such as Canva and Figma. I'm familiar with SDLC and Agile methodologies. I bring a strong work ethic, attention to detail and the ability to manage and prioritize multiple development tasks within a collaborative team environment.

## WORK EXPERIENCE

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- Information Technology Intern**

Department of Higher Education and Training

*Dec 2023 - Present*

Key Responsibilities:

- Provide technical, software, and system support by tracking, resolving, and documenting user-reported issues; perform system maintenance, troubleshooting, and server management to ensure optimal performance.
- Manage user accounts, permissions, and onboarding for the Employee Management System (SMARThet), ensuring smooth access and training for new and existing users.
- Assist in implementing new technologies to improve efficiency, automate business processes, and enhance organizational workflows.
- Design, develop, and maintain web applications using HTML5, CSS3, JavaScript, C#, ASP.NET Core, and SQL, ensuring scalability, performance, and user-friendliness.
- Contribute to the development and enforcement of SDLC guidelines, collaborating with stakeholders from requirements gathering to deployment and post-launch support.
- Manage and update SharePoint-based departmental websites and intranet sites, ensuring accurate, relevant, and up-to-date content.
- Conduct debugging, testing, and validation of applications using tools such as Visual Studio and SQL Server Management Studio to ensure quality and reliability.

## EDUCATION

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- Bachelor of Science in Information Technology**  
**Majoring in Computer Science and Business Management**  
University of the Free State

Completed: 2022

- **Grade 12 (Matric)**

Kgolagano Secondary School

Completed: 2017

## SKILLS

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### Technical Skills

#### Programming Languages:

- C#, .NET Framework, ASP.NET Core MVC, Web API and Blazor
- HTML5, CSS3, JavaScript, Bootstrap
- Java(basic), Python(basic), SQL

#### Databases:

- Microsoft SQL Server, MySQL, Oracle (basic)

#### Application Support & Maintenance:

- Troubleshooting & Technical End-User Support
- Operating Systems: Windows, Linux, macOS
- Role-based access, Content management
- Customer & Service Provider Liaison

#### Development Tools:

- Visual Studio, Visual Studio Code, Microsoft SharePoint
- SQL Server Management Studio

#### Design Tools:

- Canva, Figma
- Adobe Photoshop (basic exposure)

#### Principles & Methodologies:

- OOP, SDLC, Agile Development, MVC Architecture, Minimal APIs

#### Version Control & Collaboration:

- Git, [GitHub](#)

### Interpersonal/Soft Skills

- Communication
- Teamwork and Collaboration
- Problem solving
- Adaptability
- Critical thinking
- Analytical skills
- Time management
- Attention to detail
- Emotional Intelligence
- Empathy

## REFERENCES

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- Mr. Phil September | Senior Manager  
Department of Higher Education and Training  
012 312 5194 | [september.p@dhet.gov.za](mailto:september.p@dhet.gov.za)
- Mr. Tshepho Monare | Manager  
Department of Higher Education and Training  
069 377 2900 | [monare.t@dhet.gov.za](mailto:monare.t@dhet.gov.za)
- Ms. Thelma Modika | Supervisor  
Department of Higher Education and Training  
069 376 4242 | [modika.t@dhet.gov.za](mailto:modika.t@dhet.gov.za)
- Mr. Sabata Seekoei | Mentor  
063 691 0788