

Teboho Rathethe Mokgosi

Application Development and Support | BSc in IT (UFS)

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SUMMARY

I'm a detailed and technically skilled IT graduate (BSc Computer Science) with 2 years of experience in Application Development and Support. I have a proven track record in monitoring, logging, and troubleshooting web applications, and I have provided level 1 & 2 technical support and system maintenance. I'm experienced in Incident management and collaborating to resolve high-complexity issues. I'm committed to optimising system availability and ensuring seamless transaction processing.

WORK EXPERIENCE

- **Applications Development and Support Intern**

Department of Higher Education and Training

Dec 2023 – Dec 2025

Key Responsibilities:

- Provided Level 1 & 2 technical support, managing the Incident Handling lifecycle. Consistently diagnosed and resolved user-reported failures, ensuring accurate verbal and written reports on resolutions were documented in the Problem Management system.
- Application Troubleshooting and Root Cause Analysis: Performed monitoring and administration of web applications. Utilized SQL database queries and application log files to investigate and resolve failures on business-critical systems, ensuring data integrity and rapid root cause analysis.
- System Maintenance and Availability: Executed scheduled daily and weekly support tasks, including routine server management and infrastructure optimization to ensure maximum uptime and performance stability.
- User Integration and Training: Managed user onboarding, account creation and access control for the Employee Management System (SMARThet), ensuring seamless system adoption.
- Demonstrated commitment to service availability by providing after-hours support during critical system outages.
- Technical Documentation: Created and maintained application document and training materials to facilitate self-service and improve user knowledge.
- Application Development: Contributed and assisted in designing, developing, maintaining and debugging applications and enforcing SDLC guidelines.

EDUCATION

- **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

Technical Skills	Interpersonal/Soft Skills
<ul style="list-style-type: none">• <u>IT Service Management (ITSM)</u><ul style="list-style-type: none">• Incident Handling & Problem Management, Root Cause Analysis, SLA Management, Ticketing Systems (Logging & Tracking), Online Monitoring• <u>Database & Logging</u><ul style="list-style-type: none">• Microsoft SQL Server, T-SQL (Queries & Stored Procedures), Application Log Analysis, SQL Server Management Studio (SSMS)• <u>Application Development</u><ul style="list-style-type: none">• C#, ASP.NET Core (MVC, Web API), Blazor, JavaScript, HTML, CSS, jQuery, JSON• <u>Infrastructure & Cloud</u><ul style="list-style-type: none">• Windows Server Administration, Active Directory (User Management), TCP/IP Networking (DNS, DHCP, Ping), Linux (CLI & Basic Operations), Cloud Computing Concepts (AWS/Azure)• <u>Tools & Platforms</u><ul style="list-style-type: none">• Visual Studio, Git/GitHub (Version Control), Microsoft 365, Power Platform, SharePoint, Remote Desktop Support Tools	<ul style="list-style-type: none">• Customer Service & User Support• Communication• Teamwork and Collaboration• Problem solving• Adaptability• Continuous Learning• Time management and Prioritization• Attention to detail• Patience and Empathy• Emotional Intelligence

REFERENCES

- Mr. Tshepho Monare | Manager | Department of Higher Education & Training
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- Ms. Thelma Modika | Supervisor | Department of Higher Education & Training
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