

Teboho Rathethe Mokgosi

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

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SUMMARY

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

- **Information Technology Intern**

Department of Higher Education and Training

Dec 2023 - Present

Key Responsibilities:

- Track and resolved tickets (technical, software and system related issues) from users within the organization.
- Ensuring effective user access, user permissions and providing support for both new and existing users on the Employee Management System (SMARThet).
- Assist in implementing new technologies to increase efficiency using Information Technology and allow business process automation.
- Developing, implementing and maintaining web applications using a combination of Frontend (HTML5, CSS3 and JavaScript) and Backend (C#, ASP .NET Core, Relational Databases e.g. SQL) technologies.
- Developing SDLC guidelines, processes and standards and ensure that all applications conform to these standard and guidelines.
- Participated and collaborated with stakeholders in SDLC-aligned processes from requirements analysis through to deployment and post-launch support.
- Managing and updating the contents of SharePoint based Department Website and Intranet sites ensuring accurate content.
- Maintaining, updating, troubleshooting and resolving issues related to legacy and newly developed systems and servers.
- Conducted application debugging and validation using tools such as Visual Studio and SQL Server Management Studio.

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

- Programming Languages:
 - C#, ASP.NET Core MVC, Web API and Blazor, Java(basic), Python(basic), SQL
 - HTML5, CSS3, JavaScript, Bootstrap
- Databases:
 - Microsoft SQL Server, MySQL, Oracle (basic)
- Application Support & Maintenance:
 - Troubleshooting
 - Technical and End-User Support
 - Operating Systems (Windows, Linux, MacOS)
 - Customer and Service provider liaison
 - Role-based access, Content management
- Development Tools:
 - Visual Studio, Visual Studio Code, MS SharePoint
 - SQL Server Management Studio, MySQL Workbench
- Design Tools:
 - Canva
 - Figma
 - Photoshop (basic exposure)
- Frameworks & Methodologies:
 - OOP, Agile, SDLC, 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

- Mr. Phil September | Senior Manager
Department of Higher Education and Training
012 312 5194 | september.p@dhet.gov.za
- Mr. Tshepho Monare | Manager
Department of Higher Education and Training
069 377 2900 | monare.t@dhet.gov.za
- Ms. Thelma Modika | Supervisor
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