

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

- IT Service Management (ITSM)
 - Incident Handling & Problem Management, Root Cause Analysis, SLA Management, Ticketing Systems (Logging & Tracking), Online Monitoring
- Database & Logging
 - Microsoft SQL Server, T-SQL (Queries & Stored Procedures), Application Log Analysis, SQL Server Management Studio (SSMS)
- Application Development
 - C#, ASP.NET Core (MVC, Web API), Blazor, JavaScript, HTML, CSS, jQuery, JSON
- Infrastructure & Cloud
 - Windows Server Administration, Active Directory (User Management), TCP/IP Networking (DNS, DHCP, Ping), Linux (CLI & Basic Operations), Cloud Computing Concepts (AWS/Azure)
- Tools & Platforms
 - Visual Studio, Git/GitHub (Version Control), Microsoft 365, Power Platform, SharePoint, Remote Desktop Support Tools

Interpersonal/Soft Skills

- 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
069 377 2900 | monare.t@dhet.gov.za
- Ms. Thelma Modika | Supervisor | Department of Higher Education & Training
069 376 4242 | modika.t@dhet.gov.za
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