

SIWAPHIWE MBELU

INFORMATION TECHNOLOGY GRADUATE

Phone: 0783770897 | Address: Mthatha, Eastern Cape, 5099 | Email: siwaphiwe.t.mbelu@gmail.com
<https://www.linkedin.com/in/siwaphiwe-mbelu/>

Work Experience:

IT LAB TECHNICIAN – September 2019 to April 2021
Walter Sisulu University | Butterworth | Eastern Cape

- Strategized the Installing of new software and ensuring the network is working properly on 250 computers.
- Part of team that maintained and fixed 250 computers from two departments.
- Created a platform that assisted 250 students in searching for online study material.
- Performed Trouble-shooting processes on damaged computers at the Centre for Learning and Teaching Department.
- Coached employees through day-to-day work and complex problems.
- Organized remote assistance for students who wanted to learn how to use Blackboard.
- Achieved a certificate of achievement for demonstrating good problem solving skills and social skills as an IT Lab Technician in 2020.
- Administered a training program to maximize the skills of every 10 newly inducted Lab Technicians.
- Managed to be part of a team that increased student computer literacy by 20% over the two years.
- Influenced the improvement of 200 student's online learning experience by introducing the latest software for learning.
- Assisted in Induction workshops for first time entering students.
- Administered week day computer lessons for first year students.
- Created a team that assisted students to apply for student funding.
- Designed posters for CLTD (Center for learning and teaching Department) events hosted at the Campus.
- Taught students how to use Microsoft word, Power Point and Excel.

Education:

- **ADVANCED DIPLOMA ICT** : (Application Development)- May 2021
Walter Sisulu University | Butterworth | Eastern Cape
(In-progress)
- **NATIONAL DIPLOMA IN INFORMATION TECHNOLOGY** : (Software Development)- May 2020
Walter Sisulu University | Butterworth | Eastern Cape
(Completed)

Skills:

- Good communication and presentation skills
- Managing Tasks Simultaneously
- Quick adjust to change
- Analytical
- HTML, JavaScript, CSS
- Leading
- Excel, Tableau and Cognos
- Collaborative
- deadline orientated
- Innovative thinker and problem solver
- Java, Python and VB.NET
- ITIL

Certifications:

- Issued by IBM: Data Analysis with Python
- Issued by IBM: Excel Basics for Data Analysis
- Issued by IBM: Data Visualization and Dashboards with Excel and Cognos
- Issued by IBM: Introduction to Cloud computing
- Issued by IBM: Introduction to Web development with HTML,CSS and JavaScript
- Issued by Google: Technical Support Fundamentals
- Issued by University of California, Davis: Fundamentals of Data Visualization with Tableau
- Issued by Walter Sisulu University: Certificate of Achievement for completing Peer assistant leader training
- Issued by Walter Sisulu University: Certificate of Achievement for demonstrating good social skills and problem solving skills while using Blended learning methods.