CONTACT ME

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EDUCATION

Java Developer Bootcamp
Code College
2023-Present

National Diploma IT Software Development
Tshwane University of Technology
2018-2022

National Senior Certificate
Ntsu Secondary School
2012-2016

SKILLS

- **Software Development**
- **SQL**
- **JavaScript**
- **C++**
- **Microsoft 365**
- **HTML**
- **CSS**
- **Technical Support**
- **Printer Support**
- **Windows Sever**
- **Desktop Support**
- **Problem Solving**
- **Customer Service**
- **Systems Analysis**
- **Critical Thinking**
- **Communication Skills**
- **Ability to work in a team**
- **Research**
- **Programming Languages**
- **MS office**
- **Interpersonal Skills**
- **Data Structures and Algorithms**
- **Windows OS**
- **Linux**
- **iOS**
- **Git**
- **MongoDB**
- **Configuring and troubleshooting computer networks**
- **Database Management**

Sandile
Dhlamini

Information Technology Professional

Summary:

I am a dedicated and results-driven IT professional with a National Diploma in IT Software Development and a solid foundation in technical support. Possesses valuable experience gained through a year-long internship as a technical support agent, demonstrating strong problem-solving and communication skills. Currently enrolled in a Java Developer Bootcamp to further enhance programming expertise. Proactively seeking opportunities in technical support or software development to contribute technical acumen and passion for innovation to a dynamic team.

WORK EXPERIENCE

IT Technical Support Intern   11/2022-10/2023

Technology Corporate Management

As part of the Technical Support agent team, my job was to assist the company's service delivery team in running a smooth and efficient service that meets the highest expectations and needs of both the company and all business partners. As technical support agents, we were responsible for providing both on-site and remote desktop support for TCM customers, which included banks, insurance companies, retail stores, and hospitals.

Duties:
- Repair and work on Printers, Desktops, Servers, and mobile computing.
- Responsible for providing both on-site and remote desktop support.
- I was assigned a mentor with relevant experience as a field engineer to follow around and learn from.
- Occasionally offer support to the executive staff for internal network issues, boardroom support, and mobile computing challenges.
- Follow up on tickets.
- Ensure customer Satisfaction.
- Assist in Maintaining SLAs

Work Intergrated Learning   10/2021-09/2022

Dihlabeng local Municipality

The WIL program was for me to complete the practical component of my studies. The program consists of a Workshop Training and Experiential Training program, which provides workshop training, experiential training, and on-the-job experience. I was also presented with the opportunity to create an e-waste management app completely coded in Java.

Duties:
- Respond to user requests for service, troubleshoot problems, and help develop solutions.
- Provide backup technical support for the network including router, firewall, and wireless access points.
- Support PC hardware components, desktop operating system software, and application software.
- Perform minor repairs to equipment and arrange for other servicing needs.
- meeting with staff to provide one-on-one technical assistance as needed/requested.
- Follow and learn from my mentor.
- Complete my year-end software development project.

REFERENCES

Riaan Van Der Walt

TCM Technical Support Agent/Mentor

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Sikhalo Maseko

Mentor/Supervisor

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