

## 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

- IT Support
- Software Development
- Advanced IT Knowledge
- Web Development
- JavaScript
- C++
- SQL
- Microsoft 365
- HTML
- CSS
- Software Support
- Attention To Detail
- Time Management
- Printer Support
- Windows Sever
- Desktop Support
- Problem Solving
- Customer Focus
- Systems Analysis
- Critical Thinking
- Communication Skills
- Ability to work in a team
- Research
- Programming Languages
- Adaptability
- Interpersonal Skills
- Data Structures and Algorithms
- Windows OS
- Configuring and troubleshooting computer networks

# 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. I Possess 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 insight and passion for innovation to a dynamic team.

## WORK EXPERIENCE

### IT Technical Support Intern

November 2022 to October 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

### IT Desktop Support Intern

October 2021 to September 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.

## LANGUAGES

- English - Advanced
- Sesotho - Native
- Afrikaans - Elementary
- isiZulu - Intermediate

## REFERENCES

- Provided on request

### Student Mentor

May 2021 to March 2022

*Tshwane University of Technology*

I served as a university student mentor, providing guidance and assistance to other students. My responsibilities included tutoring them in SQL and PL/SQL, and helping them understand and apply these programming languages effectively.

#### Duties:

- Planned lessons for students using MS Teams.
- Communicating with students and discussing academic needs and goals to adjust lessons.
- Engaged students in 1 on 1 session or in groups for discussions.
- Wrote reports and feedback to present back to the ICT faculty.

### Student Computer Lab Assistant

October 2020 to April 2021

*Tshwane University of Technology*

As a Student Computer Lab Assistant, my main job was to help other students with computer-related tasks. I made sure that everything in the lab worked well, like the computers and software programs. Whenever someone had a problem, I was there to fix it or show them how to do things. I also made sure that the lab stayed clean and organized, and I followed all the rules to keep things running smoothly. My goal was to make sure that everyone could use the lab easily and without any problems.

#### Duties:

- Assisting students with computer hardware and software issues.
- Monitoring computer lab activities to ensure compliance with lab policies.
- Providing technical support to students using lab equipment and software.
- Troubleshooting and resolving technical problems encountered by students.
- Maintaining cleanliness and organization of the computer lab.
- Assisting students with printing, scanning, and copying tasks.
- Ensuring the availability of necessary supplies and resources in the lab.
- Reporting any issues or concerns with lab equipment to the appropriate staff.
- Enforcing lab rules and regulations to maintain a productive and respectful environment.