

## 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 Server
- 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:

Passionate and dedicated IT professional with a National Diploma in IT Software Development and over two years of hands-on experience as an IT Technical Support Intern. Currently enhancing my skills through a Java Development bootcamp, I am adept at providing technical support and solutions in a fast-paced environment. Currently employed as a Junior IT Specialist at a law firm in the USA, where I work remotely to ensure seamless IT operations. Proficient in troubleshooting, software development, and delivering high-quality technical assistance, I am committed to leveraging my expertise to drive technological advancements and support organizational success.

## WORK EXPERIENCE

### Junior IT Specialist

March 2024 - Current

Goldstein Immigration Lawyers

Location: Los Angeles, USA

As a Junior IT Specialist at Goldstein Immigration Lawyers, I am responsible for providing technical support, troubleshooting, and ensuring the seamless operation of our current IT systems. I work closely with our team to address any software or laptop computer-related issues and help maintain our digital workflows, which include tools like Make.com, Zapier.com, Airtable, and Formstack..

### Duties:

- Technical Support: Provide first-level technical support to staff members for software applications and laptop computer issues.
- Remote Troubleshooting: Assist remote staff with troubleshooting technical problems, offering solutions, and guiding them through issue resolution.
- Software Proficiency: Demonstrate a general understanding of tools such as Make.com, Zapier.com, Airtable, and Formstack. To assist in the setup, configuration, and maintenance of these tools.
- Documentation: Create and maintain documentation for software and hardware configurations, troubleshooting procedures, and other relevant IT processes.
- Collaboration: Collaborate with the IT team to address complex issues and participate in IT projects as needed.
- Training: Provide basic training to staff members on software applications and best practices.

### IT Technical Support Intern

November 2022 to October 2023

Technology Corporate Management

Location: Bloemfontein, South Africa

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

## LANGUAGES

- English - Advanced
- Sesotho - Native

## REFERENCES

- Provided on request

### IT Desktop Support Intern

October 2021 to September 2022

*Dihlabeng local Municipality*

*Location: Bethlehem, South Africa*

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.

### Student Mentor

May 2021 to March 2022

*Tshwane University of Technology*

*Location: Polokwane, South Africa*

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*

*Location: Polokwane, South Africa*

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.