

Siyabonga Bongumusa Khanyile

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Gender: Male

Career Summary

Motivated and detail-oriented Information Technology Technician and Web Application Developer with practical experience in IT support, system maintenance, and software development. Skilled in diagnosing and resolving desktop, network, and application issues while maintaining reliable IT environments.

Proven ability to provide first-line support, perform IT administration, and deliver responsive service to end-users. Gained strong hands-on experience at Mangosuthu University of Technology (MUT) Innovation Lab, supporting both infrastructure and development projects. Committed to continuous improvement, teamwork, and aligning IT practices with organisational goals.

Additionally experienced in IT project administration, maintaining project documentation, tracking progress, supporting testing activities, and ensuring compliance with quality and governance standards.

Education and Qualifications

- 1. Mangosuthu University Of Technology**
Diploma Information Technology

2021-2024

Working Experience

1. Innovation Lab[MUT] IT Technician / Web App Developer	July 2024 – June 2025
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- Provide first-line technical support to staff and students, resolving desktop, software, and network issues efficiently..
- Install, configure, and maintain hardware (desktops, printers, scanners) and operating systems.
- Support the local area network (LAN) and assist with basic system monitoring and troubleshooting.
- Perform IT administration tasks, including recordkeeping, filing, and asset management.
- Develop and maintain web applications using HTML, CSS, JavaScript, PHP, Python, Java, and Ionic Framework.
- Manage databases with MySQL, Firebase, and phpMyAdmin, ensuring data accuracy and security.
- Collaborate in continuous improvement initiatives, optimising support processes and response times.
- Coordinated project documentation and tracked deliverables for internal IT and web projects.
- Maintained project policies, procedures, and work instructions in alignment with institutional standards.

- Supported testing and quality assurance activities to ensure conformance with business requirements.
 - Use Microsoft Outlook to manage user communication, meetings, and departmental scheduling.
 - Create and manage documentation, reports, and spreadsheets using Microsoft Word, Excel, and PowerPoint.
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Skills and Competences

Technical Support & Administration

- First-line IT support and helpdesk operations.
- Hardware and software installation, configuration, and maintenance.
- User account management and desktop troubleshooting.
- System monitoring and alert reporting.
- Accurate recordkeeping and IT documentation.

Web & Application Development

- Full-stack development using HTML5, CSS3, Bootstrap, Ionic Framework, JavaScript, TypeScript, PHP, and Java.
- Designed and developed responsive, cross-platform web and mobile applications that function seamlessly across all devices and screen sizes.
- Applied mobile-first design principles to ensure optimal performance and usability on smartphones, tablets, and desktops.
- Integrated RESTful APIs and real-time databases (Firebase, MySQL) for dynamic and secure data handling.
- Focused on UI/UX design, ensuring clean interfaces, intuitive navigation, and enhanced user experience.
- Cloud Platforms: Firebase (Authentication, Firestore, Hosting).
- Used version control (Git/GitHub) to collaborate effectively and maintain clean, documented codebases
- Performed testing and debugging across multiple browsers and devices to maintain reliability and consistency.

Project Coordination & Governance

- Project planning, documentation, progress tracking, and reporting.
- Maintenance of project policies, procedures, and work instructions.

- Support for testing activities, compliance checks, and audit readiness.
- Coordination of developers, consultants, and users to ensure timely task completion.
- Quality assurance and continuous improvement participation.

Software & Tools

- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, SharePoint).
- Network Monitoring & Security Awareness.
- Database Management: Firebase, MySQL, MS SQL Server, phpMyAdmin.
- IDEs/Tools: Visual Studio, NetBeans, VS Code.
- Version Control: Git, GitHub.

Professional Attributes

- Strong communication and teamwork skills.
- Attention to detail and accuracy in data and documentation.
- Commitment to continuous improvement and learning.
- Ability to work under pressure and meet deadlines.
- Customer-focused and proactive problem-solver.

Achievements & Continuous Improvement

- Contributed to developing efficient helpdesk workflows at MUT's Innovation Lab.
- Assisted in implementing secure database solutions for internal projects.
- Recognised for quick resolution of user issues and professional end-user support.
- Participated in team-based initiatives aimed at improving IT service delivery and response metrics.

Additional Information

- Driver's Licence: Code 10 (Valid).
- Available to travel or relocate for work
- Willing to participate in training and continuous improvement programs

References

- Mr. SO Khathi, Personal Reference, + 27 (0)78 009 9734
- Mr. J Gwala, Innovation Lab : Manager , +27 (0)78 577 5316