

Siyanda Dhlamini

siyandanxele68@gmail.com +2773 784 6410 Cape Town, South Africa

Professional Summary

Versatile IT and AI professional with expertise in IT system support, prompt engineering, generative AI, and large language models. Skilled in maintaining and troubleshooting IT systems while designing and optimizing AI-driven solutions that enhance productivity and user experience. Strong foundation in data ethics, research, and ideation, with proven ability to translate technical challenges into practical solutions. Adept at leveraging tools such as ChatGPT and applying creative problem-solving to support organizational goals. Seeking to contribute advanced AI knowledge and IT support expertise to drive innovation and operational efficiency.

Work Experience

Office Assistant

2020 - 2021

Training force

Provides administrative and clerical support to ensure smooth office operations. Responsibilities include handling correspondence, managing records, scheduling meetings, assisting staff, maintaining supplies, and greeting visitors.

Warehouse Assistant

2021 - 2022

Bounty Brands Apparel

As a Warehouse Assistant in an apparel warehouse, I was responsible for supporting the efficient handling, storage, and movement of clothing and fashion items. My duties include receiving deliveries, checking products for accuracy and quality, labeling and tagging apparel, and organizing stock in designated areas. I assist with picking and packing customer or store orders, ensuring items are correctly selected, packaged, and prepared for shipment. I also help maintain inventory records, conduct regular stock counts, and ensure the warehouse is clean, safe, and well-organized.

Rental Sales Agent

2022 - 2023

First Car Rental

Customer-focused Rental Sales Agent with experience assisting clients with reservations, vehicle selection, and rental agreements. Skilled in sales, upselling, vehicle inspection, and payment processing, with strong communication, problem-solving, and organizational abilities. Proven ability to provide excellent customer service while maintaining accurate records and supporting smooth daily operations in a fast-paced environment.

Education

Matric in

2010 - 2014

Sithengile Secondary School

in Electrical Engineering

2015 - 2015

College of Cape Town

NQF in Wholesale & Retail Operations

2021 - 2022

Afritraining
