



Tawanda Mashoko

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About me

Technical Troubleshooting Specialist

3 Years Experience, UI/UX Specialist

Networking

Native English Speaker

Work experience

Technical Support Expert | AT&T | 13/01/2025 - 27/11/2025 | Brno, Czechia

Dealt with internet/voice issues via phone/chat using CRM + guided workflows; document diagnostics and resolutions within SLA.

Provisioning static IPv4/IPv6: assign blocks, configure gateways (DHCP reservations, NAT, port-forwarding), verify routing and reachability.

Configure/repair CPE/routers/ONTs (PPPoE/IPoE, DNS, Wi-Fi bands/channels, QoS); push firmware updates and reprovision profiles.

Troubleshoot VoIP/SIP features (registration, codec, jitter, E911 records, call-forwarding); coordinate number porting.

Track & hit KPIs: FCR, AHT, CSAT/NPS, SLA compliance; continuously improve via trend analysis.

Lead Multiple Projects, migrating traditional copper customers to recent internet equipment, with a team of consisting of 12 individuals, worked on presentations we used for daily standups with my team, refinement and backlog grooming, constant support for team members having a hard time communicating to customers, 1v1 coaching.

Full Stack Developer Remote FREELANCE | KAMSTARTECH | 11/04/2022 - 11/11/2024 | Lusaka, Zambia

Start-Up Company founded in April 2023, but development process started a year earlier.

Tech Stack:

Frameworks: Angular, React, Vue.js

Languages: JavaScript | TypeScript

CSS libraries: Bootstrap | TailwindCSS

Skills: HTML5 | CSS | JavaScript | Git | Automated Testing | React

Experience:

Structuring and Styling webpages in the Development of Kamstartech, and development of algorithms using JavaScript, for interactive webpages, handling user clicks, form Data Validation, Pop Up displays, fetching Back-End Data, deploying EAR/WAR files to Tomcat web servers.

Each service was deployed in Monolith Distribution Architecture, independently across multiple servers while i secured them using OAuth2, HTTPS, and JSON Web Tokens.

Virtual Server Hosting.

Creating RESTful API's used for creating backend

Development Process:

Agile environment, CI/CD,

Working closely with clients, developing a roadmap that aligns with their goals, incremental release and customer feedback

Website: <https://kamstar.tech/>

Full Stack Developer | Personal Project: Horizon Banking App | 13/08/2024 - Current | Pardubice, Czechia

Tech Stack:

Front-End: React, Next.JS, TailwindCSS, Shadcn/UI

Back-End: Appwrite (for database management and user authentication), Plaid (Banking API integration), Dwolla (for U.S. bank account connectivity)

Designed modern, responsive UI forms using React Hook Form and Zod, with client-side and server-side validation, ensuring smooth user interactions and preventing errors.

Integrated banking services for users to send money between real bank accounts, leveraging Appwrite for backend scalability and Plaid for seamless bank account linkage.

Implemented Server Actions and Mutations in Next.js for handling data mutations and API calls securely from the server.

Used TailwindCSS and Shadcn/UI to create flexible, scalable, and reusable components for the application's interface.

Developed real-time banking dashboards using Chart.js to provide users with visual insights into their accounts and transactions.

Created secure sessions and handled user authentication via Appwrite, ensuring secure interactions with the application's database and backend services.

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interactions with the application's database and backend services.

Website: <https://github.com/TawandaMashoko/banking.git>

Education & Training

Python Developer | Udemy - Online Institution | 02/11/2014 - 06/09/2016 | Udemy, Inc. San Francisco, United States

Online Institution

Machine Learning | Math Works | Training Services | 10/04/2023 - 03/02/2024 | Pardubice, Czechia

BSC(Honours) In Informatics and Systems Engineering | University of Pardubice | 26/09/2022 - 26/09/2025 | Pardubice, Czechia

- Education Finished, the last Obligation I have left is Thesis Submission in January which is done already.

Purpose of Study

Deep understanding of Information System infrastructure, and maintenance, Models, and Implementation.

IT Project Management | Coursera Google Certification

Language Skills

Mother tongue(s): **English**

Tech Stack

Digital Skills

Networking

DNS | DHCP | SNORT | TCP/IP

Programming & Containers

C# | Python | Java | Bash/Linux | Nextjs | Docker | JavaScript

BIG PROJECTS

Habit Tracker : Python Application using Pixela API.

Horizon: Selfmade FullStack Banking Application

Hopp StartUp Company - Document attached below,, working with a Team from South Africa.

Snake: Python Application using Turtle Module.

LeetCode: Solving Challenges in Python.

Chess: C# application.