

ABOUT ME

I am a dedicated and results-driven IT professional, armed with a Postgraduate Diploma in Information Technology, currently seeking a full-time opportunity where I can channel my technical expertise and passion for innovation into driving business growth. My commitment to continuous learning and professional development ensures that I remain at the forefront of industry advancements, ready to contribute to a dynamic team environment.

LINK

LinkedIn:
[LinkedIn.com/tiyani-nyathi-a56a14255](https://www.linkedin.com/in/tiyani-nyathi-a56a14255)

LANGUAGES

- ENGLISH
- ISIZULU
- SEPEDI
- XITSONGA
- SWATI

HOBBIES

MUSIC,CODING

COURSES

INTRODUCTION TO
ARTIFICIAL INTELLIGENCE
VAAL UNIVERSITY OF
TECHNOLOGY
JAN 2022 - JAN 2022

CCNA ROUTING AND
SWITCHING, IT ESSENTIALS
JAN 2021

DATA ANALYSIS WITH R
VAAL UNIVERSITY OF
TECHNOLOGY
JAN 2022 - JAN 2022

BIG DATA EMERGING
TECHNOLOGIES
VAAL UNIVERSITY OF
TECHNOLOGY
JAN 2022 - JAN 2022

SYSTEM SOFTWARE
VAAL UNIVERSITY OF
TECHNOLOGY
JAN 2022 - JAN 2022


POWER BI
DEVIARE POWERED BY
ALTRON
DEC 2024 - DEC 2024

REFERENCES


- MATSHIDISO
DHLAMINI(MANAGER
DESKTOP SUPPORT)
Vaal university of technology
T:016 950 6787
- RENE VAN ECK(SENIOR
LECTURER)
vaal university of technology
T:016 950 9899
- PROFICIENT MKANSI
proficient softwaresolutions
T:0737942244
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TIYANI CONFIDENCE
NYATHI


IT SPECIALIST



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WORK EXPERIENCE

VAAL UNIVESITY OF
TECHNOLOGY
Vanderbijlpark

Technical Support

- Elevated customer satisfaction by 20% through the implementation of effective feedback mechanisms to refine support services.
- Delivered end-to-end technical support to staff, ensuring optimal functionality of hardware, software, and network resources.
- Managed the installation, configuration, and upkeep of computer systems, printers, and ancillary equipment for office personnel.
- Facilitated employee proficiency by providing thorough training on corporate systems, tools, and software, minimizing technical mishaps.
- Achieved a 95% first-call resolution rate by swiftly diagnosing and rectifying IT-related issues.
- Conducted systematic updates, backups, and security protocols to protect organizational data and IT infrastructure.
- Provided technical expertise for the setup and troubleshooting of video conferencing systems, ensuring seamless connectivity for virtual engagements.

VAAL UNIVERSITY
OF TECHNOLOGY
Vanderbijlpark
Jan 2023 - Dec 2023

helpdesk support technician

- Trained peers, enhancing team skills
- Excelled in high-pressure environments
- Pioneered remote support efficiency
- Cultivated strong client relationships
- Championed a user-friendly FAQ section

PROFICIENT
SOFTWARE
SOLUTION
Randburg
Jan 2021 - Dec 2023

Project manager

- scrum master using agile methodologies
- Led Agile Scrum teams
- Boosted team efficiency
- Ensured timely product delivery
- Fostered stakeholder satisfaction

EDUCATION

VAAL UNIVERSITY
OF TECHNOLOGY
Vanderbijlpark
2024

Post Graduate Diploma in Information Technology

NYUMBANI HIGH
SCHOOL

National Senior Certificate

SKILLS

MS OFFICE (WORD, EXCEL, POWERPOINT, OUTLOOK)

BASIC NETWORK TROUBLESHOOTING

DATABASE CONCEPTS (DATA MODELING, NORMALIZATION)

RELATIONAL DATABASES (MYSQL, POSTGRESQL)

BASIC SQL PROGRAMMING

FAMILIARITY WITH CODE EDITORS (VISUAL STUDIO CODE, SUBLIME TEXT)

DATA ANALYSIS AND VISUALIZATION (BASIC CHART CREATION, DATA INTERPRETATION)