

Siyanda Nhlebela

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CAREER SUMMARY

Efficient customer service agent with experience in retail, call center, and sales. Proven ability to handle high-volume calls, consistently resolving issues effectively to enhance customer satisfaction. Certified AWS Cloud Practitioner and AWS Solutions Architect Associate with a strong foundation in AWS cloud technologies. Seeking to leverage customer service, retail experience, computer skills, and problem-solving expertise to benefit your organization.

EDUCATION

King Bhekuzulu High School <i>Matric</i>	Graduated: 2010
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TRAINING & CERTIFICATIONS

AWS Certified Cloud Practitioner AWS	Achieved 2024
AWS Solutions Architect Associate AWS	Achieved 2024
Cloud Computing Certificate ALX Africa	Achieved 2024
MTN Business App Academy IT Varsity	Achieved 2022

WORK EXPERIENCE

CCI <i>Customer Support Representative</i>	2022 - 2024
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- Served as an inbound customer representative for Spirit Airlines, assisting customers with their inquiries and providing support.
- Handled a high volume of customer queries, complaints, and billing questions, ensuring timely and accurate responses to enhance customer satisfaction.
- Resolved issues and provided information about airline services, policies, and procedures, contributing to a positive customer experience.

Fibre Assist <i>Sales Representative</i>	2020 – 2022
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- Identified and reached out to potential customers, conducting market research and expanding business opportunities.
- Met with clients to present fibre internet packages, tailoring solutions to customer needs and negotiating sales terms.
- Managed orders and provided after-sales support, building long-term client relationships to ensure customer satisfaction and repeat business

Homemark <i>Sales Associate</i>	2016 - 2019
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- Assisted customers by providing detailed product information and addressing concerns, demonstrating strong communication and problem-solving skills.
- Offered tailored suggestions based on customer needs, showcasing analytical thinking and the ability to assess and meet requirements.
- Merchandised stock and organized store layouts.

SKILLS

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|--------------------------|--------------------------|----------------------------------|
| • Customer Service | • Problem-Solving | • Highly Adaptable |
| • Time Management | • Effective Communicator | • Ability to Work Under Pressure |
| • Computer Literacy | • Numerical Literacy | • Housekeeping |
| • Microsoft Office Suite | • Picking and packing | • Merchandising |

PROJECTS

Cloud-Based Resume Website (Serverless Architecture)

- Built and deployed a cloud-hosted resume website using a fully serverless architecture with AWS services, including Lambda, API Gateway, DynamoDB, S3, CloudFront, and Route 53.
- Utilized Terraform for infrastructure as code.
- Integrated a CI/CD pipeline with GitHub Actions for seamless deployment.
- Ensured secure access and application protection using IAM policies, CORS, and API authentication

PHP Three-Tier Web Application Deployment on AWS

- Deployed a high-availability three-tier PHP web application on AWS.
- Hosted on an EC2 instance with secure MySQL database storage, using AWS Systems Manager Parameter Store.
- Implemented load balancing using an Application Load Balancer and configured Auto Scaling for scalability.
- Secured the application to prevent public access to backend systems using IAM roles, security groups, and network access controls.

AWS Microservices Migration Project

- Migrated a monolithic Node.js application to a microservices architecture using AWS services (ECS, ECR, ALB), enhancing scalability and maintainability.
- Containerized both monolithic and microservices versions using Docker, improving deployment consistency and enabling efficient orchestration with Amazon ECS.
- Implemented load balancing and intelligent routing with Application Load Balancer, optimizing traffic distribution across microservices.
- Implemented RESTful APIs for inter-service communication, while utilizing AWS Cloud9 for streamlined development and deployment processes

REFERENCES

Name: Ms S Chauke
Designation: *Customer Support Representative* at CCI
Contact Number: 067 040 8703

Name: Mr V Skhosana
Designation: *Sales Representative* at Fibre Assist
Contact Number: 069 470 3535