

YOLISA QADI

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PERSONAL DETAILS

Date of Birth : 30/01/1996
Marital Status : Single
Nationality : South African
Driver's License : None

LANGUAGE

English
IsiXhosa
IsiZulu
IsiNdebele

SKILLS

Programming Languages (HTML, PHP, C#, Java, C++, CSS, Java Script, XML)
Computer Security
System Design
Contact Centre
Mobile Application Developer
Networking
Website Design, Word Press
MY SQL
Computer Architecture
System Software, Application
Software, Programming
Software (IDE's)
IT Project Management
Artificial Intelligence

OBJECTIVE

I am a highly driven graduate Bachelor of Science in Information Technology seeking a full-time, Contract/Part time/Remote position in Computer Science in Information Technology (System Development) /IT Technical Support, where I can land, my knowledge and experience of market analytics to help your organization to improve profitability. I seek challenging opportunities where I can fully use my skills for the success of the organization.

EXPERIENCE

Careers IT 04/03/2019 - 30/05/2019

IT Technical Support

I was doing my learnership on IT Technical Support (Working with Software's, Hardware's, IT Telecommunication, Installation of VMware's, Bit Locking, Troubleshooting etc.) Manage ICT Service Management, Manage ICT Assets, and Oversee Service Desk Operations and ensure IT service desk fully using appropriate knowledge management tools.

Ikusasa Lentsha High School 04/02/2020 - 30/05/2020

Office Administration and Computer Clerk

I was answering incoming call, SASAMS, Roz MFC Application, Typing, Copying, Printing, Repair, Redirecting Call Entries, Student Registration, Doing Templates, and Time Tables. I have good Customer Skills, Client Orientation, Technical, Analytic Skills, Interpersonal Skills, Planning and Organizing Skills, I deal with Conflict as a peace maker (Conflict Management Skills), Report Writing, Presentation Skills, Ability to work under pressure.

Richfield Graduate Institute of Technology 01/06/2019 - 30/12/2019

Office Administration

I was doing my In-service training, filling, Copying, Printing, Recruiting Students for registration, directing call Entries, I had the ability to work under pressure.

Hillbion Estate 01/08/2017 - 30/05/2018

Sales

It was a contact center doing inbound, outbound, Customer Service call center.

Geber Glass Aluminum 01/08/2018 - 30/10/2018

Filling Clerk

I was doing my part time job doing filling (I was filling all paper work, Cleaning)

IT Project

Installation of VMware's, Operating System (Windows)

Technical Support, Working with

Software's, Hardware's, doing

Telecommunication, Troubleshooting,

Bit locking Configuration

Printer Maintenance

Testing of Networks, Hardware's and

Software's for ICT equipment

Basic of Computer in Microsoft Office

VMIX

GT Graphics

ENPS

Google Analytics (GA4)

Python

Business Cases

Agile Project Methodologies

Kanban

Scrum

Jira

Waterfall Methodologies

Confluence

Meta Compliance

Amadeus

Data Visualization on Power BI

Analyze Data with Excel

Analyze Data with Machine Learning

Analyze Data with Python

Document Analysis

Software Development (**Power Learn Pr**)

Software Engineering Essentials

GitHub setup (Commands)

Women Leadership Social Empowerment

26/10/2020 - 30/04/2023

(NPO) Skills Development Facilitator

- Facilitate End-User Computer
- ICT (Information Communication Technology), Micro Soft Word, Micro Soft Excel, Micro Soft PowerPoint, Internet, Outlook/Emailing
- Conducting Skills
- Developing and Implementing Workplace Skills Plans (WSP) aligned with the NPO
- Capacity building (Improving service delivery and NPO's Mission)
- Compliance and administration
- Advocacy and Awareness
- Configuration, Testing Networks, Hardware's, and Software's for all ICT equipment.
- Researching and applying for call for proposals (Funding for the organization)
- Facilitation of short Course,
- Responsible of Issuing daily Registers to the students
- Monitoring computers, Ensuring are well packed
- Issuing Manuals and POEs to students
- Provide feedbacks to Project Coordinator.
- Conducts Research to gather information on a variety of trending
- Demandable life changing program.
- Provide support to Junior SDF Facilitator and liaising with project coordinator of partners.
- Develop, Manage and implement annual training plan in compliance with the requirements of the SETA.
- Advise junior Facilitator on the Implementation of the work skills training plan.
- Monitor the implementation of Service Level Agreements
- Facilitate community social cohesion for community development programs
- Coordinate and facilitate ICT End-User trainings
- Manage POE of students
- Manage students registrations
- Ensure good Monitoring of Company resources
- Monitoring and Implementation of Presentation session skills
- Engage with employees, Volunteers and beneficiaries to assess their skills development
- Report Submission, Annual Training (ATR)
- Ensuring organization workforce
- Ensuring adherence to legislation(Skills Dev Act and Employment Equity Act)
- NPO Registration
- Drafting Constitutions

Configure Development tools

Master Prompt

Improve Technical Writing

Web Development

Data Base

Influencer Marketing (Nest Gen AI)

Branding & Marketing (Nest Gen AI)

Digital & AI Skills (Nest Gen AI)

SABC NEWS (Auckland Park)

02/05/2023-Up - 31/04/2024

Digital Data Analyst Intern

- Working on BRICS Summit 2023 (Vision Mixer) Creating Straps for live videos (Theme, Super, Sub-Text, Ticker), Live Streams and Using Scream Deck
- Using automated tools to extract data from primary and secondary sources
- Removing corrupted data and fixing coding errors and related problems
- Developing and maintaining databases, and data systems –reorganizing data in a readable format
- Creating User Stories, Working with WordPress and Omny Studio (Podcast)
- Performing analysis to assess the quality and meaning of data
- Canva (Types of infographic, Posters, Reports, Flyers and Social Media Platforms)
- Filter Data by reviewing reports and performance indicators to identify and correct code problems
- Using statistical tools to identify, analyze, and interpret patterns and trends in complex data sets could be helpful for the diagnosis and prediction
- Assigning numerical value to essential business functions so that business performance can be assessed and compared over periods of time.
- Analyzing local, national, and global trends that impact both the organization and the industry
- Preparing reports for the management stating trends, patterns, and predictions using relevant data, Work on Google Analytics (GA4)
- Real time streaming, Analyzing and visualizing data with Microsoft Power BI Dashboard, Clean data sets on MS Excel and work on Prescriptive Analysis
- Working with Excel formulas, inconsistent and Consistent Formulas, Link sheets, Integrate rows, columns with formulas for calculations
- Social Media Management System (Hootsuite, Meta Business Suite, Meltwater, Sprout)
- Developing predictive models using statistical techniques
- Creating visualizations such as dashboards or graphs that stakeholders can use to track progress toward goals
- Working with programmers, engineers, and management heads to identify process improvement opportunities, propose system modifications, and devise data governance strategies
- Preparing final analysis reports for the stakeholders to understand the data-analysis steps, enabling them to take important decisions based on various facts and trends.
- Multimedia Producer, Video Cutting, Uploading Videos, Live Streaming on YouTube
- Worked on Former IFP president (Prince Mangosuthu Buthelezi) Funeral live pop up (Vision Mixer), Creating Straps for live videos (Theme, Super, Sub-Text, Ticker), Monitoring Live Streams and Using Scream Deck.
- Creating data bases for political parties (National, Regional, Provincial Candidates List)
- Part of the development of 30 years of Democracy & 2024 Election Website
- Data access controls and privacy policies in alignment with GDPR and POPIA

- Develop and execute comprehensive digital marketing strategies aligned with business objectives
- Drive online presence and brand awareness across multiple channels.
- Content Creation and Optimization
- Collaborate with the Content Writer and other team members to create engaging and targeted digital content
- Optimize content for SEO, ensuring it resonates with target audiences
- Social Media Management
- Develop strategies that manage and grow our social media accounts.
- Monitor social media trends and implement best practices for effective audience engagement
- Paid Advertising
- Plan, execute, manage, and optimize paid advertising campaigns across platforms such as Google Ads, Facebook Ads, LinkedIn Ads, and others.
- Monitor and analyze campaign performance, providing insights for continuous improvement
- Develop and execute email-marketing campaigns, including segmentation and A/B testing
- Email Marketing, Enhanced engagement
- Utilize analytics tools to measure the effectiveness of digital campaigns.
- Provide regular reports and insights, making data-driven recommendations for optimization
- Building Wireframing using MS Visio, Workflows
- Data governance frameworks, Ensuring Consistency, Accuracy, Compliance across Business Systems
- Collaboration, SOP, UAT testing, Test cases, Jira, Scrum
- Work closely with cross-functional teams to ensure alignment between digital marketing efforts and overall marketing strategies
- Collaborate with external partners and agencies as needed
- Participated in developing and maintaining data quality standards, data lineage tracking and metadata documentation

Club Travel Limited (.ie) Ireland Dublin (01 August 2024 – Present)
Business Analyst

- Identify what a client need
- Determine what is feasible to provide for a client
- Producing functional designs for tools used in the applicable group
- Analyzing the pertinent metrics and data
- Producing maps and models for proposed systems
- Communicating with internal and external stakeholders
- Analyzing information to assess functionality
- Providing Travel Services to our client base.
- Manage Booking Flights, Hotels, Car Hire, and other services.
- Seek feedback from your client to continuously improve the service.
- Work with multiple projects (Extra Small, Small, Medium and Large tasks)
- Amadeus System, GTP, Sabre

- Creating Invoices, GK Flight, PNR
- GK, Exception System
- Global Distribution Systems (GDS)
- Processing Business Cases, project Updates, scheduling meetings
- Business Analysis, Data Analysis, Reporting, Analytical Skills
- Identify Business Issues, Analyze Data
- SharePoint
- Design Solution, Implement Solutions
- Monitoring and Reporting
- Team Collaboration
- System Integration
- MySQL, XML
- Project Management
- User Stories, Development Release
- Managing Boards (CX,BC, Dev & BAC)
- Confluence Essentials
- System Documentation
- UX (User Interface) & UAT
- Agile Project Management
- Testing Environment (Test stage and Production test)
- Scrum, Sprint Review (BA DSU, BA Review and Priorities)
- Waterfall Management Methodology
- Figma, Paint 3D
- Jira for tracking task, User stories, governance data, issue resolution in Agile environments
- Kanban
- IT/Web

EDUCATION

Department of Education 2022

Play Based Learning (ECD)

Grade 1-3

1 Week Training

Tshepo 1 Million (Microsoft) 2022

Microsoft Digital Literacy Productivity Programmes

Consolidated Certificate

1 Week Training

Tshepo 1 Million (Microsoft) 2022

Introduction to Database Programs

Consolidated Certificate

1 Week Training

Alison (Free Short Course) 2022

CompTIA A+ 1000 PART 1 & 2

CompTIA Cloud+ Basic & Intermediate

NIST - Cyber Security Framework (CFS) Foundation

CompTIA Security+ (SY0 - 501)

CISCO PART 1 (ICND1) v3 CCENT/CCNA

CISCO PART 2 (ICND2) v3 CCENT/CCNA

Richfield Graduate Institute of Technology**2016-2018**

Bachelor of Science in Information Technology
NQF Level 7 (Degree)

IBM Trainers**2018**

IBM
1 Week Training

Careers IT**2019**

IT Technical Support
NQF Level 4

Benny Recruitment & Training**2017**

Contact Centre
NQF Level 2

Work4A Living**2015**

Job Skills Programme
NQF Level 2

Thembalesizwe Comp Tech SSS**2014**

National Senior Certificate
Matric (Grade 12)

University of Johannesburg**2023**

Fourth Industrial Revolution (4IR)
7 Months Training (**April – October**)

Modules Covered:

- Introduction to the Fourth Industrial Revolution (4IR)
- Overview of Artificial Intelligence
- Introduction to data science
- Introduction to programming, algorithms, and data structures
- Tools for Data Science

Cisco Training**2024**

- Topologies
- Configuration of networks
- Cryptography
- Data Protection

Amadeus Training**2024**

- Amadeus Get Started
- Amadeus Agency Insight
- Amadeus Profile Manager
- Amadeus Fare and Pricing Essentials (Graphics)
- Test Admin Recertification
- Understating Amadeus Offers
- Working with PNR History
- Working with Amadeus Hotels (Cryptic)
- Amadeus Travel API for NDC
- Working with Profiles
- Working with Group Reservations and Pricing
- Getting started with Amadeus Direct
- Amadeus NDC in Amadeus Selling Platform Connect

Cyber Security (Meta Compliance)

2024

- Hybrid Working and Phishing
- Ransomwares
- Remote Working Security
- Password, Passphrase and 2FA, Team Viewer

IIE Varsity College

2025

Bachelor of Computer and Information Science (Data Analysis)

NQF Level 8 (Honours Degree in **Progress**)

Research Title Approved: **Predicting Eskom's Solar PV Installation and Electricity production in South Africa**

PROJECTS

System Design

I was a programmer, Data Base developer & the Presenter of the online shopping system interface and the backend.

REFERENCE

Veloney Joseph - "Careers IT"

Skills Development Manager

veloney@careersit.co.za

Contact: 031 566 5588

Mr. B.I Dlamini - "Ikusasa Lentsha High SSS"

Principal

N/A

Contact: 031 519 2074

Mr. Gerald Ncube - "Richfield Graduate Institute of Technology"

Mentor

N/A

Contact: 078 433 1130

Mr. Alfred Jama - "Hillbion Estate"

Supervisor

N/A

Contact: 031 587 7556

Mr. Clement Mleya - "Women Leadership Social Empowerment (NPO)"

Founder Director

Info@womenleadership.org.za

Contact: 074 421 5959/ (011)426 6159

Ben Malubane - SABC TV

Line Director (Digital Media Specialist)

Malubanebr@sabc.co.za

Contact: 062 116 5436/ 011 714 7397

Antoinette Ballack- SABC TV

Digital News Acting Manager

BallackA@sabc.co.za

Felipe DeSouza: "Club Travel Limited.ie (Supplied by Global HR Café)"

Reporting Manager (Senior IT Specialist and Business Analyst)

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