

Yoliswa Mthethwa

IT Graduate

Johannesburg, Gauteng | +27 790 74681 | mthethwayoliswa@gmail.com |

<http://linkedin.com/in/yoliswa-mthethwa-488b44250>

PROFESSIONAL SUMMARY

As a dynamic IT graduate with a strong foundation in Business Information Technology, I bring a unique blend of technical know-how, analytical thinking, and a deep curiosity for solving real-world business problems. Throughout my undergraduate journey, I naturally gravitated toward the role of Business Analyst in every group project—taking the lead in gathering requirements, modeling processes, and bridging the gap between users and developers.

From guiding students as a software development tutor to ensuring smooth operations at Nedbank's Infrastructure and Operations unit, I've consistently transformed complexity into clarity. I'm now eager to channel that drive into a formal Business Analyst role—turning data into insights, ideas into systems, and challenges into opportunities for innovation.

CORE COMPETENCIES /KEY SKILLS

- **IT Support & Troubleshooting:** Microsoft Office, Email Setup, Remote Support, Internet Connectivity, Help Desk tools
- **Advanced Business Analysis:** Requirements elicitation, documentation, Stakeholder Analysis
- **Technical Proficiency:** Python, C#, JavaScript, React.js, React Native, HTML, CSS
- **Systems & Tools:** MySQL, Firebase, Microsoft Office Suite, PHP, Miro, draw.io, LucidCharts
- **Data & Process:** ERD modelling, data analysis, use case diagrams, UML diagrams, BPMN framework, SWIM Lanes, FDD, Conceptual, logical and Physical Modelling
- **Soft Skills:** Communication, problem-solving, teamwork, stakeholder support

PROFESSIONAL EXPERIENCE

Nedbank – Infrastructure & Operations (Vacwork)

Sandton, Gauteng

- Supported the INO unit by managing day-to-day IT issues and improving system reliability.
- Carried out hardware troubleshooting, incident tracking, and IT service documentation.
- Gained exposure to fast-paced environments requiring coordination, accountability, and systems knowledge aligned with digital adoption practices.

University of Johannesburg – Student Assistant / Academic Tutor

APB Campus, Gauteng

- Tutored software development students, assisted with practical sessions, and provided one-on-one coding support.
- Collaborated with academic staff to enhance student understanding and tutorial delivery.
- Developed strong facilitation, planning, and documentation abilities through consistent academic engagement.

Technopreneurship Centre – University of Johannesburg

Project Coordinator

Johannesburg, Gauteng

- Coordinate innovation-focused student projects and events within the Technopreneurship Centre.
- Facilitate ideation workshops and assist in shaping digital solutions from concept to execution.
- Liaise between students, faculty, and industry partners to align project goals with innovation strategies.

EDUCATION

Diploma in Business Information Technology

University of Johannesburg , Johannesburg , Gauteng

Graduated: March 2025

CourseWork : Business Analysis/ Software Development/ Communication Networks/Information Systems

National Senior Certificate

Sunward Park High School , Johannesburg, Gauteng

Matriculated : 2021

TECHNICAL SKILLS

- Help Desk Support Tools
- Microsoft Office Suite
- C#
- Javascript
- React Native
- React JS
- Microsoft Office
- ERD Modelling
- Use case Diagrams
- Documentation
- Networking Basics / Email Configuration

LANGUAGES

- English: Fluent
- IsiZulu: Fluent

REFERENCES

Mr Ronny Mabokela (UJ APB) - 079 711 3298

Mr Richard Kibuuka (Nedbank) – Upon Request