

Junior Zwelethu Skosana

Resume

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Objective	I am a highly motivated and versatile IT professional with a National Diploma in Information Technology (Software Development) from Tshwane University of Technology. My international certifications include CompTIA A+, CompTIA Network+, Microsoft Azure Fundamentals and Microsoft Security, Compliance and Identity Fundamentals. Showcasing my solid foundation in both software development and technical support. With hands-on experience in various roles such as Application Support Agent, Technical Support Engineer and Control Room Operator, I bring a strong understanding of networking, software development, software troubleshooting, technical support, database administration, and customer service. I thrive in dynamic environments and am eager to contribute to cutting-edge IT solutions.
Personal Information	Sex: Male Nationality: South African Driver's License: Code 8 Criminal Record: None
Education	TERTIARY EDUCATION – Tshwane University of Technology National Diploma Information Technology (Software Development) SECONDARY EDUCATION – Hoerskool Bergvlam Matriculated 2014 - 2018 INTERNATIONAL CERTIFICATES – CompTIA CompTIA A+ CompTIA Network+ INTERNATIONAL CERTIFICATES – Microsoft Microsoft Certified: Azure Fundamentals Microsoft Certified: Security, Compliance and Identity Fundamentals
Skills & Abilities	PERSONAL SKILLS <ul style="list-style-type: none">Computer Skills (Microsoft Word, Excel, Power Point, Access)Multi-lingual (SiSwati, English, Afrikaans, IsiZulu, Pedi)

	<ul style="list-style-type: none"> ▪ Problem solving skills ▪ Customer service skills ▪ Team collaboration skills ▪ Time management skills ▪ Communication skills ▪ Critical Thinking skills <p>SOFTWARE DEVELOPMENT SKILLS:</p> <ul style="list-style-type: none"> ▪ Database Programming using Oracle products (SQL, PL/SQL) and other databases (SQL Server, MySQL, Ms Access, MySQL Workbench and MariaDB) ▪ Programming using Java, JavaScript, Python ▪ Data structures and algorithms, MVC, Software Engineering ▪ Programming using Embarcadero C++ builder ▪ Programming using ASP.NET, C#, C++, Visual Basic ▪ Front end development (HTML, CSS) ▪ Systems analysis and design methods (Structured methods and UML) ▪ Microsoft Office Applications (Ms Word, Ms Excel, Ms Access, Ms PowerPoint) ▪ Operating systems (Windows and Linux), Computer hardware and Networking <p>ADDITIONAL INFORMATION TECHNOLOGY SKILLS:</p> <ul style="list-style-type: none"> ▪ CompTIA A+ Skills ▪ CompTIA Network+ Skills ▪ Microsoft Azure Fundamentals ▪ Microsoft Security, Compliance and Identity Fundamentals
Experience	<p>Smart Lock Logic - 19/06/2024 – up to date (Contract ending soon)</p> <p>Application Support Agent</p> <ul style="list-style-type: none"> ▪ Assist the Managed Services and Software Support department with day-to-day support tasks. Clients supported are Capitec, FNB, MTN, DFA, Vodacom, JHB water, IEB and Telkom. ▪ Provide high level monitoring, support, investigation, administration on customer application instances. ▪ Onboard new clients and locks on the in-house applications. ▪ Executing recurring and ad hoc support tasks. ▪ Presenting training sessions to customers onsite or remotely. ▪ Configuring customer keys onsite and remotely. ▪ Arranging technicians to go assist on site. <p>TonTrac System Analytics - 16/10/2023 – 16/06/2024</p> <p>Control Room Operator</p> <ul style="list-style-type: none"> ▪ Monitor and operate weighbridge automation systems and software to ensure that client requests are being responded to promptly and effectively.

- Provide 24/7 remote support to clients, including responding to technical issues and providing guidance on system operation.
- Troubleshooting: Printer software and hardware . Computer software and hardware. Database Servers.
- Software Application Installations.
- Document client requests and issue resolution in the control room system, ensuring that all relevant information is recorded accurately and completely.
- Follow safety and security protocols to maintain a safe and secure working environment.
- Monitoring & reporting of site data & facilitating replenishment of said data bundles on a per site basis.

Accelerit Technologies - 06/02/2023 – 13/10/2023

Technical Support Engineer

- Diagnose and troubleshoot technical issues, including router activation and network Configuration.
- Types of router configuration: Mikrotik, Huawei, Tenda, Xiaomi, Netis, ZTE, Cuddy and Tp-link.
- Types of switch configuration: Mikrotik.
- Database Administration: Extracting and Importing of data. Manipulation of data by editing, deleting and inserting. (MySQL Workbench and MariaDB)
- Free PBX phone configuration.
- Implement security measures on the network.
- cPanel domain/hosting setup and problem troubleshooting.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their internet is fully functional after troubleshooting.
- Document technical knowledge in the form of notes and manuals.

References

Mr. Theo Netshitombon

Supervisor, Smart Lock Logic
Tel: 012 349 5301 - Cell: 076 481 7726

Mrs. Mathapelo Tseole

Supervisor, Accelerit Technologies
Tel: 010 500 0220 - Cell: 072 915 2316

Mr. Johannes Nkala

Supervisor, TonTrac System Analytics
Tel: 011 465 9663 - Cell: 068 342 7427