

ASHLEIGH HONDOYACHEPA

MEDIA AND IT SPECIALIST

PROFILE

I am a diligent, innovative, and industrious student, with a strong passion for technology and problem solving. I have strong IT troubleshooting skills, alongside my extensive knowledge of Windows, Microsoft Office, e-mail and various web browsers. I am quick to understand new software as well as understanding the operation of unfamiliar hardware. Alongside my technical skills, I have a strong ability to break down complex problems into a palatable solution, while effectively communicating these solutions.

EXPERIENCE

Economics Tutor

UNIVERSITY OF CAPE TOWN 2023 - 2024

- Simplified complex economic concepts to enhance students' understanding and academic performance.
- Provided constructive feedback on assignments and assessments to support continuous improvement.
- Facilitated group discussions and study sessions to encourage peer learning and collaboration.

Waiter

SMOKIN JOE'S JNR KLOOF STREET 2023 - present

- Operate the point-of-sale (POS) system, to accurately process customer orders and payments.
- Deliver exceptional service by attending to customer needs and providing assistance as required.
- Effectively facilitate communication between the dining area and the kitchen staff, ensuring accurate orders and prompt resolution for discrepancies.

Product Tester and Brand Ambassador

LENOVO 2021 - 2024

- Conducted comprehensive reviews of Lenovo products, analyzing performance, usability, and functionality.
- Compiled detailed reports of findings and provided actionable feedback for product improvement.
- Represented Lenovo as a brand ambassador by promoting the company's image and fostering customer engagement.

Media and IT Support Specialist

Forward in Faith Church 2019 - present

I oversee and coordinate the seamless execution of the church services. Responsibilities include:

- Managing and maintaining media equipment, which include projectors, sound equipment and monitors and cameras.
- Utilize software such as EASY WORSHIP to project bible verses, notices and other media.
- Provide technical support and troubleshoot problems that may arise to the media equipment.
- Support live streaming and recording services using media and IT solutions.

CONTACT

+27 68 071 4320

ashleigh.hondoyachepa@gmail.com

www.linkedin.com/in/ashleigh-hondoyachepa

Claremont, Cape Town, Western Cape,
South Africa

SKILLS

- Troubleshooting
- Windows OS Proficiency
- Microsoft Office Suite Proficiency
- Customer Service
- Problem Solving
- Leadership
- Analytical mindset
- Effective time management
- Oral and written communication
- Collaboration

EDUCATION

Google Data Analytics Certificate

Coursera and Google

2024

Degree: Bachelor of Business Science in Analytics

University of Cape Town

2022 - Present

High School

**The Cape Academy of Math, Science and
Technology**

2016 - 2020

REFERENCES

Litha Xabhela 078 612 9209

Evidence Gumbo 067 021 4871