

# Swelihle Lucas

Digital Transformation Specialist & Technology Innovation Catalyst

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60%

Process Automation  
Reduction in manual  
processes

95%

Technical Resolution  
Issue resolution rate

40%

Performance Boost  
System optimization  
improvement

45%

Data Accuracy  
Improvement in data  
collection

## 👤 Professional Summary

Innovative technology professional with proven expertise in digital transformation, software development, and network engineering. Demonstrated success in implementing cutting-edge solutions that drive operational efficiency and business growth. Strong track record of reducing manual processes and maintaining high technical resolution rates while fostering innovation and team collaboration.

## 📁 Professional Experience

### Software Developer & Technical Specialist

Department of Transport, KwaZulu-Natal | March 2023 - Present

- Engineered custom PowerApps solutions reducing manual processes by 60%
- Architected Power BI dashboards enabling data-driven decision making
- Spearheaded workflow automation reducing processing time by 40%
- Orchestrated technical support with 95% resolution rate
- Implemented system optimizations improving performance by 35%

### Telecommunications Network Technician

TELKOM (OPEN SERVE) | November 2021 - October 2022

- Executed network optimization improving reliability by 40%
- Implemented diagnostic protocols reducing downtime by 25%
- Engineered connection techniques enhancing stability by 30%
- Led cross-functional technical problem resolution initiatives
- Maintained 99.9% network uptime through proactive monitoring

### Data Science Intern

Human Science Research Council | March 2021 - September 2021

- Revolutionized research operations with data-driven systems
- Transformed participant data using advanced Excel analytics
- Designed Mobenzi surveys improving accuracy by 45%
- Established QA/QC protocols enhancing data integrity by 50%

- Created automated reporting systems reducing report generation time by 70%

## Technical Expertise

### Development & Analytics

PowerApps Development

Power BI Analytics

Python Programming

Web Development

Data Visualization

SQL Database Design

API Integration

JavaScript/React

### Infrastructure & Systems

Network Engineering

Cloud Technologies

System Administration

Technical Support

Infrastructure Optimization

Security Protocols

Performance Tuning

Disaster Recovery

### Process & Management

Workflow Automation

Project Management

Process Optimization

Quality Assurance

Technical Documentation

Team Leadership

Agile Methodologies

Risk Management

## Education

### Bachelor of Technology: Information Technology

Durban University of Technology | 2018 - 2019

- Specialized in Software Development
- Focus on Application Development
- Completed Advanced Programming Modules

### National Diploma: Information Technology

Mangosuthu University of Technology | 2014 - 2017

- Focus on Software Development
- Final Year Project: Mobile Application Development
- Completed Programming and Systems Analysis

