DALVIN DEVANTE

SOFTWARE ENGINEER

CONTACT

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📍 Harare, Zimbabwe

SKILLS

Python

Front-end (Html, CSS, JavaScript)

Cloud Computing

Databases (Oracle, AWS)

Cloud computing

Communication

EDUCATION

- **Bachelor's in Software Engineering**
  Bohai University | China
  Sept 2018- Dec 2022

- **A-level**
  St Marys College
  2015 - 2016

- **O-level**
  Nyastime College
  2010 - 2014

LANGUAGES

English ◆ ◆ ◆ ◆ ◆

Shona ◆ ◆ ◆ ◆ ◆

Chinese ◆ ◆ ◇ ◇ ◇

PROFILE

A detail-oriented, organized and meticulous employee who works at fast pace to meet tight deadlines. I aim all my efforts towards the company's success. My overall objective is to seamlessly work with the team or individually in any circumstance to achieve the intended goals. To always thrive for improvement and continuous development in every endeavor.

WORK EXPERIENCE

IT SUPPORT

WICREED | SHANGHAI - CHINA   AUG 2022- FEB 2023

- Provided online support to Microsoft clients through email and calls, assisting them with various technical issues related to software and hardware.
- Troubleshot problems related to Windows operating systems, Microsoft Office, and other Microsoft products, resolving issues quickly and efficiently.
- Communicated technical solutions to clients in a clear and concise manner, ensuring that they understood the steps needed to resolve the issue.
- Escalated complex issues to higher-level technical support when necessary, working collaboratively with other team members to find solutions.
- Maintained accurate records of support requests and resolutions in a database, providing documentation for future reference.
- Proactively identified common technical issues and suggested ways to improve the support process, contributing to the ongoing improvement of our services.
- Kept up-to-date with the latest Microsoft products and technologies, ensuring that I had the knowledge and skills needed to provide the best possible support.
- Communicated effectively with clients from a variety of backgrounds and technical skill levels, ensuring that everyone received the support they needed to be successful.
- Overall, my role in online support for Microsoft clients involved providing high-quality technical support through email and calls, while also continuously improving the support process and keeping up-to-date with the latest technologies. I enjoyed communicating technical solutions to clients and collaborating with other team members to find solutions to complex issues, and always sought to provide the best possible support to clients.

WEB DEVELOPER   JAN 2022 - MAY 2022

ZUAN TECHNOLOGIES | INDIA | REMOTE WORK

- Developed and implemented web-based solutions including web-based applications and websites utilizing programming languages such as HTML, CSS, and JavaScript, as well as tools and frameworks including React, and Node.js. During this period we developed functional products and satisfactory end results for clients.
- Collaborating with different departments including project managers, designers, and other developers and ensured excellent communication and teamwork which led to the successful completion of projects..