

# Gomolemo Hlatshwayo

Johannesburg, South Africa

Email: gomolemoh26@gmail.com | Phone: 065 371 5895

LinkedIn: linkedin.com/in/gomolemo-hlatshwayo-2b844522a

GitHub: github.com/gomolemo-sudo

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## Profile

Motivated and tech-savvy support enthusiast with a strong background in IT, cloud computing, and customer service. Comfortable troubleshooting software and hardware issues, assisting users, and explaining technical steps in a clear and patient way. Looking to grow in a help desk or IT support role.

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## Skills

### Technical Skills

- Windows operating systems (installation, updates, troubleshooting)
- Basic networking (Wi-Fi setup, DNS, IP configuration, routers)
- Google Workspace & Microsoft Office (Excel, Docs, Word, PowerPoint, Outlook)
- HTML, CSS, JavaScript
- Python basics
- Figma (basic UI design knowledge)

### Help Desk & Support Skills

- User assistance and ticket handling
- Password resets and account support
- Email setup and troubleshooting
- Software installation and configuration
- Problem-solving and step-by-step guidance
- Customer communication (in-person, phone, and online)

### Soft Skills

Communication, active listening, patience, teamwork, time management, critical thinking.

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## Experience

### Internet Café Technician — VT Communications

Johannesburg, South Africa

- Assisted customers with computer access, printing, scanning, and basic troubleshooting.
- Handled internet issues, software errors, and device setup for walk-in clients.
- Maintained systems, updated software, and ensured smooth daily operations.

### Freelance Web Developer

Johannesburg, South Africa

- Built a website for a small business using HTML, CSS, and JavaScript.
- Improved user experience and helped the business establish an online presence.
- Managed small technical support tasks for the client.

### Counting Officer — IEC

Johannesburg, South Africa

- Managed data recording and verification during elections.
  - Worked under pressure with accuracy and attention to detail.
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## Education

**Higher Certificate in Mathematics and Statistics** — University of South Africa (2025)

**Information Technology** — Richfield College

**Cloud Computing** — ALX Academy

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## Certifications

- AWS Cloud Practitioner
  - AWS Solutions Architect – Associate
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## Languages

- English (Fluent)
- IsiZulu (Conversational)