

Gomolemo Hlatshwayo

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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.

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.

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

Certifications

- AWS Cloud Practitioner
 - AWS Solutions Architect – Associate
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Languages

- English (Fluent)
- IsiZulu (Conversational)