

Jonathan Sithole

Master of informatics with information systems student

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Pretoria North

SUMMARY

Detail-oriented and solutions-driven Information Systems graduate currently pursuing a Master of Commerce in Informatics. I bring hands-on experience in software and web development, systems design, and data analysis through academic projects and freelance tech support. Proficient in developing APIs, managing databases, and deploying cloud-based applications. Passionate about solving real-world business problems through technology, with a strong commitment to continuous learning and professional growth.

EXPERIENCE

Founder & PC Technician

Jan 2019 – Present

Tech Plug – NWU, Remote & On-Site Support,

- Provide 24/7 support for Windows 10/11 troubleshooting, installation, and recovery.
- Delivered over 100+ successful installations and upgrades for students and staff.
- Managed end-to-end service delivery, including diagnostics, pricing, marketing, and client communication.
- Used tools such as Any-desk and TeamViewer for efficient remote assistance.
- Recovered data using advanced file recovery techniques and hardware diagnostics.

Reading Development Assistant

Apr 2025 – Present

North-West University – Mafikeng Campus

Support student engagement in the Reading Development Program through structured reading sessions and workshops.

- Assist facilitators with tracking student attendance, monitoring academic progress, and gathering feedback.
- Promote literacy development by providing individual reading support and study guidance.
- Help coordinate schedules, materials, and communication between students and academic staff.
- Contribute to a positive and academically supportive campus environment.

Waitron

Dec 2017 – Jan 2018

Spur Steak Ranches, Nina Park, Pretoria

- Managed customer relationships, enhancing overall dining experiences.
- Compiled and analysed sales reports, contributing to strategic decision-making.
- Efficiently processed orders, ensuring customer satisfaction.

EDUCATION

INFORMATICS WITH INFORMATION SYSTEMS	2024 - present
North-West University- Master of commerce	
INFORMATION SYSTEMS	2023-2024
North-West University- Bachelor of Commerce Honours	
INFORMATION SYSTEMS	2019-2022
North-West University- Bachelor of Commerce	

LICENSES & CERTIFICATIONS

Problem-Solving Certification
IBM

SKILLS

- Analytical Skills
- Data Architecture
- Business Intelligence
- Marketing
- Organizational Skills
- Communication
- Time Management
- Digital Proficiency
- Debugging

REFERENCES

Available upon request