LEHLOKOA MELIDA PERTUNIA

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Summary

IT graduate with experience in technical support and networking. Certified in Microsoft Azure and Microsoft 365 Fundamentals. Skilled in Windows OS administration, system configurations, Microsoft 365 support, Python, Cisco Packet Tracer, and basic Linux. Exploring AI applications in IT and eager to grow in a tech-driven environment.

Experience

AI Intern

CAPACITI, Cape Town, Western Cape

April 2025 – Present

- Created chatbots for specific topics using Python
- Developed AI app prototypes; handled data,
- model testing, and API integration
- Data Visualization

IT Technician (Internship)

Gauteng Department of Education, Gauteng

January 2024 – December 2024

- Installed software, hardware, and operating systems
- Installed personal, shared, and network printers
- Configured, monitored, and managed LAN and WAN
- Maintained WSUS (Windows Server Update Service)
- Applied ICT policy, checked warranties, and wrote reports
- Provided first-line and remote support
- Repaired desktops/laptops, backed up and recovered data
- Set up email accounts and trained users

Education

National Diploma in Information Technology
Tshwane University of Technology

Matric
St Bede's High School

Skills

- Hardware configuration
- Networking
- Operating Systems: Windows, Linux
- Programming & Scripting: Python (basic), Java, HTML/CSS, Bash
- IT Support: ticket systems, user support, troubleshooting
- Communication

Certifications

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft 365 Fundamentals (MS-900)

Projects

Responsive Portfolio Website

- Designed and developed a professional portfolio website to showcase AI/ML projects and technical skills
- Implemented responsive design, interactive elements, and clear navigation
- Technologies used: HTML, CSS, GitHub hosting

Sentiment Analysis Dashboard

- Developed an interactive data analysis dashboard to visualize and interpret reviews
- Integrated charts, graphs, and keyword word clouds
- Tools used: Python, Streamlit

Languages

- Sepedi
- English
- IsiZulu

References

Available upon request