**MOKHELE RAMONATE**

**ASPIRING FRONT-END DEVELOPER | TECHNICAL SUPPORT SPECIALIST | QA TESTING EXPERT | TEAM-CENTRIC**

**Location:** Johannesburg **| Phone: +**0814106305 **| Mail:** [mokhele054@gmail.com](mailto:mokhele054@gmail.com) **|** [GitHub](https://mokhele1ramonate.github.io/ramontae) | [LinkedIn](http://www.linkedin.com/in/mokhele-ramonate-8576a71a3)

**PROFILE SUMMARY**

Results-driven professional with **13+ years of experience** in manual QA testing, technical support, and client relationship management. Proven ability to identify, document, and troubleshoot software issues while ensuring high levels of user satisfaction. Adept at managing client queries, coordinating across teams to resolve issues, and maintaining service uptime through proactive monitoring and bug reporting. Known for clear communication, timely support delivery, and a user-first approach to problem-solving. Trusted by international clients for ensuring system stability and product quality across digital platforms.

**QA Testing & Front-End Development**

* Conducted manual QA testing across websites and platforms to identify bugs, verify functionality, and support QA standards.
* Supported in creating responsive HTML/CSS email templates and assisted in front-end content formatting, improving visual consistency and cross-browser compatibility.

**Technical Support & Client Coordination**

* Delivered on-call assistance, managed incident escalation, and supported access configuration to maintain seamless client operations.
* Collaborated with teams to execute email marketing updates, resolve content issues, and provide training on platform usage.

**CORE COMPETENCIES**

- Front-end Development - Manual QA Testing - Bug Tracking & Reporting

- Technical Support - UI/UX Optimization - Incident Management

- Technical Documentation - Client/Stakeholder Engagements - Team Collaboration

- Responsive Email Development - Remote Software Access - Server Configuration

**WORK EXPERIENCE**

**Support Consultant | VML SA | 2018 – Present**

***International Brands/Clients:*** *Nando's, Renault, Vuse, Vodacom, Sterkinekor*

* **Supported in the development of responsive HTML and CSS emailers** for major clients, including Ford and ABSA, ensuring cross-platform compatibility and brand consistency.
* **Delivered 24/7 on-call technical support** by troubleshooting website issues, escalating critical bugs, and maintaining communication with relevant stakeholders.
* **Designed and delivered training programs** to empower clients in effectively utilizing VML’s solutions.
* **Worked towards identifying opportunities** to improve client support processes and system functionalities.
* **Maintained documentation of site health status**, server configurations, and password repositories to support operational continuity.
* **Coordinated administrative tasks** such as submitting forms for server changes and ensuring updates to technical documentation.
* **Conducted manual QA testing across multiple platforms** to identify bugs, validate fixes, and ensure optimal user experience and system functionality.

**Disk Administrator | Ezee-Dex Procurement Services | 2013 – 2018**

* **Provided on-call technical assistance**, ensuring prompt resolution of client issues and maintaining operational continuity.
* **Coordinated physical media distribution -** dispatch**,** and follow-up of software disks to clients, ensuring timely delivery and tracking.
* **Engaged with clients to obtain activation codes** and deliver software training, enhancing user onboarding and customer satisfaction.
* **Executed a range of administrative support tasks**, including:
  + Logging technical queries, maintaining secure password records, and updating internal systems.
* **Enabled remote software access for clients** by configuring disk-based tools and permissions, streamlining user access and reducing support delays.

**DESK CONSULTANT | TRUWORTHS | 2012 - 2013**

* **Managed cash transactions efficiently as a Teller**, ensuring accuracy, compliance, and excellent customer service.
* **Maintained store cleanliness and visual order**, contributing to a welcoming and professional retail environment.
* **Provided personalized in-store support**, assisting customers with inquiries, purchases, and product information.

**PROJECTS UNDERTAKEN**

* Mokhele Portfolio | **Environment**: HTML, CSS, JavaScript
* Weather App | **Environment**: HTML, CSS, JavaScript
* Automated Emailer(s) | **Environment**: HTML, CSS
* Photography Website| **Environment**: Wix Site Builder
* kgokeloaccounting.com | **Environment**: Canva Site Builder
* YouTube clone | **Environment**: HTML, CSS

Bottom of Form

**TECHNICAL SKILLS**

WIX | WordPress | HTML | CSS | JavaScript | Salesforce | Bootstrap | Canva | Tailwind CSS | Figma | Photopea | GitHub | Drawing

**PROFESSIONAL CERTIFICATIONS**

**LinkedIn Certifications:**

* Getting Started with Wordpress
* Become a Full-Stack Web Developer
* Learning the Wix Manual and Automated Testing
* Become a Software Developer
* Bootstrap
* Tailwind CSS Essential Training
* Build your Drupal skills

**EDUCATION**

* **Web Development Certificate** from LinkedIn Learning in 2021
* **Diploma in Advertising Management** from Rosebank College, Johannesburg in 2012
* **Matric Certificate** from Zingisa Comprehensive High School, Mthatha in 2009