**DZHIVHUHO NETSHEDZO**  
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**PROFESSIONAL SUMMARY**

Motivated Computer Science graduate with practical experience in IT support, networking, and growing capabilities in data analysis and web development. Proficient in Power BI, Tableau, Excel, SQL, and Python for data reporting and visualization. Strong understanding of web development, cybersecurity, and VoIP systems. Eager to contribute IT, data, and development skills to support business goals and digital transformation.

**TECHNICAL SKILLS**

**Data Analysis & Reporting**

* Tools: Power BI, Tableau, Excel (Advanced)
* Languages: SQL, Python (Pandas, Jupyter Notebook)
* Dashboards: Automated reporting, interactive visualizations
* Data Management: Cleaning, formatting, transformation

**Programming & Development**

* HTML, CSS, JavaScript, Java,python
* Responsive Web Design, API Integration
* Git for version control, Deployment via Netlify and GitHub

**IT Support & Infrastructure**

* Operating Systems: Windows 10/11, Windows Server basics
* Productivity Tools: Microsoft Office 2016/365 (Outlook, Excel, Word, Teams)
* Hardware Support: PC/laptop setup, printers, scanners, monitors, peripherals
* Software Support: Installation, configuration, upgrades, patching
* Troubleshooting: Diagnosis and resolution of hardware/software/network issues
* Setting up VPN
* Remote Support Tools: AnyDesk, TeamViewer, Remote Desktop,dameware
* Network Support: Basic LAN/WAN troubleshooting, DNS, DHCP, IP configuration
* VoIP & Telephony: PBXware, Yealink phones, gloCom softphone, call routing
* Monitoring Tools: PRTG Network Monitor, event logs, system alerts
* Ticketing Systems: Logging and tracking issues using helpdesk software (e.g., Jira, Freshdesk)
* Security Awareness: Basic cybersecurity hygiene, password policies, MFA setup

**Soft Skills**

* Problem-solving and critical thinking
* Communication and teamwork
* Detail-oriented and adaptable
* Time management and prioritization

**EDUCATION**

**Bachelor of Science in Computer Science and Information Systems**  
University of Venda – Thohoyandou  
*Graduated: July 2022*

**National Senior Certificate (Matric)**  
Miriyavhavha Technical Secondary School – Limpopo  
*Completed: December 2016*

**CERTIFICATIONS**

* Career Essentials in System Administration (Expected March 2025)
* Web Development Certification – She Codes
* Fortinet Cybersecurity Training – Voimar (Sep 2024):
  + Introduction to Threat Landscape
  + Getting Started in Cybersecurity
  + Technical Introduction to Cybersecurity
  + FortiGate 7.4 Operator

**PROFESSIONAL EXPERIENCE**

**Desktop Support Technician**  
IMAS Finance – Pretoria, Gauteng  
*Dec 2022 – Nov 2023*

* Installed and configured Windows OS, MS Office, and peripherals
* Resolved hardware, software, and network-related issues
* Managed hardware refresh and system update projects
* Created technical documentation to improve helpdesk efficiency
* Assisted in backup and disaster recovery planning

**Networking & Cabling Intern**  
Voimar Telecoms and ISP – Midrand, Gauteng  
*september 2024 – Aug 2025*

* Supported VoIP and PBX systems, including gloCom and Yealink
* Conducted remote device configuration and monitoring
* Utilized tools like YMCS and PRTG for system health checks
* Participated in system documentation and network troubleshooting

**REFERENCES**

**Ms. Cora Nxumalo**  
COO, Voimar Telecoms and ISP  
Phone: 082 602 7431

**Mr. Hanedzani Ramagoma Sylvester**  
IT Service Desk Manager, IMAS Finance  
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