Palesa Mafeo
Software Developer

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Johannesburg, Gauteng, 2001
Online Portfolio

Personal Summary

Junior Software Developer with hands-on experience in full-stack development and IT support. Skilled in building and maintaining responsive web applications, troubleshooting software issues, and optimizing system performance. Proficient in collaborating with teams to deliver high-quality technical solutions that meet user needs.

Technical Skills

- **Programming Languages & Frameworks:** JavaScript (ES6+), Node.js, React.js.
- **Back-End Development:** PostgreSQL, Express.js, SQLite.
- **Front-End Development:** HTML5, CSS3, Bootstrap, Webpack.
- **Version Control:** Git, GitHub.
- **Testing & Methodologies:** Jasmine, Jest, Test-Driven Development (TDD), Agile.
- **Software Tools:** Docker, Microsoft Office Suite.
- **Networks:** Basic network troubleshooting and Ubiquiti Access Points configuration.

Education

MICT Seta National Certificate: Information Technology: Systems Development
Umuzi.org | 2024

National Diploma: Information Technology (Software Development)
Central University of Technology, Free State | 2021

National Senior Certificate
Welkom High School, Free State | 2015

Work Experience

Customer Service Representative
Quantanite South Africa | March 2023 – Present

- Provided IT-related support to customers by addressing queries via email and telephone, ensuring timely resolution.
- Updated internal databases to maintain accurate records and smooth technical issue resolution.
- Troubleshoot basic IT problems for remote users, enhancing their productivity.

Junior Web Developer
Umuzi | March 2023 – March 2024 (Contract Ended)

- I designed and developed user-facing interfaces and experiences (front-end).
- I built and maintained server-side logic, APIs, and database structures (back-end).
- I collaborated with cross-functional teams to ensure seamless project execution.
- I created prototypes to test ideas and gather user feedback quickly.

Key Achievements

- Successfully resolved over 95% of technical issues on the first attempt, leveraging skills developed as a Junior Web Developer to diagnose and troubleshoot complex system errors effectively.

- Successfully troubleshot website-related issues with customers over the phone, ensuring prompt resolutions and improved user satisfaction by leveraging strong communication and technical skills developed during my customer service and development roles.

- Reduced software-related downtime by proactively addressing update requirements, a practice aligned with customer service experience in resolving user-impacting issues swiftly.

References

Available on request.