

Palesa Mapeka

Junior Software Developer

Work Experience



Customer Service Representative

Quantanite

March 2023 to Present (1 Year & 2 Months)

- Respond to customer queries promptly and accurately, utilizing email and telephone communication channels.
- Update internal databases with comprehensive information regarding technical issues and customer interactions.
- Proactively follow up with customers to ensure prompt resolution of their concerns and gather valuable feedback for internal improvement.

Junior Web Developer

Umuzi

March 2023 to March 2024 (1 Year)

- Collaborated closely with senior developers to design and develop responsive websites, demonstrating proficiency in front-end and back-end coding languages including HTML, CSS, and Java.
- Assisted in coding, testing, and debugging using JavaScript and Jasmine, ensuring the quality and functionality of web applications.
- Conducted website testing and quality assurance to identify and rectify issues
- Conducted rigorous website testing and quality assurance procedures to identify and rectify issues, contributing to the enhancement of user experience and satisfaction.

Personal Assistant

Infinite Luxe

December 2022 to February 2023

- Assisted in coordinating and organizing various events, ensuring all aspects ran smoothly.
- Managed scheduling, client communication, and vendor coordination.
- Oversaw administrative tasks, including maintaining budgets and tracking expenses.
- Collaborated closely with the event planner and stylist to create visually appealing and memorable events

Contact Info

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Online Portfolio: Click [here](#) for my portfolio

Education

National Diploma: Information Technology, Software Development

Central University of Technology
2021

National Senior Certificate

Welkom High School
2015

Relevant Skills

- Proficient in Java, HTML, CSS, and PostgreSQL, with experience in both front-end and back-end coding.
- Skilled in technical documentation, design thinking, and prototyping, facilitating effective communication and problem-solving.
- Strong time management abilities, demonstrated through successful multitasking and prioritization in fast-paced environments.

References

Available on request.