

Palesa Mapeka

Junior Web Developer

• 066 156 9749 • palesamapeka97@gmail.com • Johannesburg, Gauteng • LinkedIn • Online Portfolio

EDUCATION

National Diploma: Information Technology, Software Development

Feb '16 - Apr '21

Central University of Technology

Bloemfontein, Free State

KEY SKILLS

Time Management · Organization Skills · Strong communication skills
Object-Oriented Programming (OOP) · Software Development · Programming · JavaScript · Web Development
Web Design · Design Thinking · Wireframe Creation

EXPERIENCE

Customer Service Associate

Mar '23 - Present

Quantanite

Johannesburg, Gauteng

- Respond to customer queries in a timely and accurate way, via email & telephonically.
- Identify customer needs and help customers place and track their orders.
- Update our internal databases with information about technical issues and useful discussions with customers
- Process refunds in a timely and accurate manner and take care of replacing damaged or faulty products
- Follow up with customers to ensure their issues are resolved
- Gather customer feedback and share it with internal teams
- Making sure that I keep up my KPI performance

Junior Web Developer Recruit

Mar '23 - Dec '23

Umuzi.org

Johannesburg, Gauteng

- Collaborated with senior developers to design, and develop, responsive websites.
- Assisted in coding, testing, and debugging using JavaScript.
- Conducted website testing and quality assurance to identify and rectify issues.
- Participated in website maintenance and updates, ensuring optimal performance.
- Gained experience in content management systems such as WordPress.

Personal Assistant

Dec '22 - Feb '23

Infinite Luxe

Johannesburg, Gauteng

- 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.

References

Available Upon request.