

Mashele Amukelani

Junior Integration Engineer



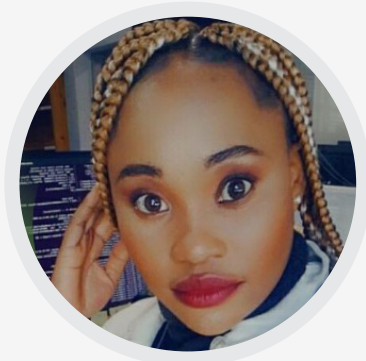
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Johannesburg, Gauteng
, South Africa



PERSONAL DETAILS

Nationality : South African
Gender : Female
LinkedIn : linkedin.com/in/mashele-amukelani-01207665



LANGUAGES

- English ●●●●●●●●
- Zulu ●●●●●●●●
- Afrikaans ●●●●●●●●
- Isixhosa ●●●●●●●●



EDUCATION

- MECER INTER-ED
1 2023
**AZURE DEVELOPER ASSOCIATE
(CERTIFICATE)**
- MICROSOFT CERTIFIED
1 2022
**SECURITY, COMPLIANCE, & IDENTITY
FUNDAMENTALS (CERTIFICATE)**
- RICHFIELD GRADUATE INSTITUTE OF
TECHNOLOGY
1 2016
CERTIFICATE, SERVICE TECHNICIAN
- PC TRAINING & BUSINESS COLLEGE
1 2013
DIPLOMA IT



PERSONAL PROFILE

As a Junior Integration Engineer, I specialize in connecting and harmonizing diverse software systems and applications to ensure seamless data flow and functionality. I work collaboratively to design, implement, and maintain integration solutions, leveraging my technical expertise to troubleshoot and optimize system interactions. With a keen eye for detail and a passion for problem-solving, I contribute to the efficient operation of technology ecosystems, facilitating enhanced communication and productivity across the organization.



CAREER HISTORY

INTEGROVE

1 NOVEMBER 2022 – OCTOBER 2023

JUNIOR INTEGRATION ENGINEER

- Assist in integrating various software systems, applications, and databases to ensure they can communicate and share data effectively.
- Collaborate with stakeholders to gather and understand integration requirements, including data exchange formats, protocols, and security considerations.
- Refactor Integration Application Software: Leveraging webMethods Integration Platform Versions 9.x and 10.x
- Harnessing the Power of Azure Cloud Services: DevOps, Event Grid, Functions, Logic App, Batch Processing and Data Integration (including Data Factory and Data Bricks), API Management (APIM), and Logic Apps
- Design and implement data mapping and transformation processes to ensure that data from different sources can be properly understood and utilized by target systems.
- Develop and execute test plans and test cases to validate the correctness and reliability of integrations. This includes both unit testing and integration testing.
- Monitor integrated systems for performance issues, errors, and anomalies. Troubleshoot and resolve integration problems as they arise.
- Implement security measures to protect data and ensure that integration points are secure. This may include authentication, encryption, and access control mechanisms.
- Work closely with other team members, including software developers, database administrators, and project managers, to ensure successful integration projects.
- Keep up-to-date with emerging integration technologies, best practices, and industry trends.
- Contribute to quality assurance processes to ensure that integrated systems meet performance, reliability, and scalability standards.
- Effectively communicate with stakeholders, including non-technical team members, to explain integration processes and address concerns.

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PROFESSIONAL SKILLS

- Budgeting
- Business Intelligence
- Leadership and Supervision
- Communication skills
- Strong analytical skills
- Negotiation skills
- Problem Solving
- Multitasking
- Report writing skills
- Problem solving skills
- Results-oriented
- Performance Evaluation
- Collaborative



IT SKILLS

- C#
- JAVA
- PYTHON
- CSS & HTML
- API
- AZURE
- INTERGRATION
- WEBMETHODS
- LOGIC APPS



ATTRIBUTES

- Strategist
- Technological
- Articulate
- Catalyst
- Organised
- Meticulous
- Procedural
- Innovative



CAREER HISTORY

FIGMENT DESIGN LAB

FEBRUARY 2021–SEPTEMBER 2022

SUPPORT TECHNICIAN

- Continuously overseeing, extending congratulations, resolving issues with MiniPos and speedpoints, managing databases, and assisting clients in managing their user accounts. Additionally, handling batch uploads.
- Provide assistance and technical guidance to end-users and clients, helping them resolve hardware or software-related issues.
- Diagnose and troubleshoot technical problems, both hardware and software, and implement solutions efficiently.
- Assist users with account setup, configuration, and troubleshooting, ensuring they can effectively use the technology or software.
- Perform regular maintenance tasks, updates, and system checks to ensure the smooth operation of technology systems and equipment.
- Manage and maintain databases, including data entry, data retrieval, and data backup procedures.
- Create and update documentation, including user guides, troubleshooting manuals, and knowledge base articles.

TERACO DATA ENVIRONMENT

MARCH 2019 – JANUARY 2021

TECHNICAL SUPPORT

- Provide prompt and courteous assistance to customers and end-users who are experiencing technical problems or issues with products or services.
- Provide prompt and courteous assistance to customers and end-users who are experiencing technical problems or issues with products or services.
- Use technical knowledge and problem-solving skills to identify the root causes of technical issues and provide effective solutions.
- Maintain a deep understanding of the products or services they support, including hardware, software, and associated technologies.
- Provide remote support through phone, chat, email, or remote desktop tools to assist customers in resolving technical issues.
- Assist with the installation, configuration, and setup of hardware and software products.
- Educate customers and end-users on how to use products or services effectively to prevent future issues and improve user satisfaction.

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CAREER HISTORY

● TELKOM

JANUARY 1992 – APRIL 1996

SALES CONSULTANT

- Prospect and identify potential clients through various means, such as cold calling, networking, and lead generation.
- Build and maintain relationships with existing clients to ensure satisfaction and repeat business.
- Understand clients' needs and objectives and offer tailored solutions or recommendations.
- Develop a deep understanding of the company's products or services, including features, benefits, and pricing.
- Stay up-to-date with industry trends and competitors to effectively position the company's offerings.
- Create and deliver compelling sales presentations to potential clients, highlighting the value proposition of the products or services.
- Address client objections and concerns effectively.
- Manage the entire sales process from lead generation to closing deals.
- Negotiate terms and agreements with clients, including pricing and contract terms.
- Follow up with clients and prospects to ensure a smooth sales process.
- Conduct market research to identify potential opportunities and trends.
- Analyze data to determine sales targets and strategies.
- Develop and implement sales strategies to meet or exceed sales targets and goals.
- Collaborate with the sales team and other departments to optimize sales efforts.
- Maintain accurate and up-to-date records of client interactions, sales activities, and pipeline data.
- Prepare sales reports and forecasts for management.
- Provide exceptional customer service by addressing client inquiries, issues, and concerns in a timely and professional manner.
- Ensure post-sale support and follow-up.
- Stay informed about industry best practices and continuously improve sales skills.
- Participate in sales training programs and workshops as required by the organization.



REFERENCES

● AVAILABLE ON REQUEST