

Khutjo Maria Satekge

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Professional Summary

SQL and data-focused IT professional with a National Diploma in IT (Networking) and hands-on experience in database support, reporting, and data analysis. Strong foundation in IT infrastructure and programming (Java, SQL) with proven ability to optimize queries, design dashboards, and manage ETL processes. Experience in the financial sector through supporting Discovery Bank and M&D Investment Firm, with exposure to compliance and reporting projects. Currently upskilling in cloud platforms and pursuing Microsoft Data Fundamentals (DP-900). Passionate about delivering scalable, data-driven solutions in fintech, analytics, and cloud services.

Key skills

- **Programming & Development:** SQL (intermediate), Java (foundational), Python (exposure), Power BI (reporting automation)
 - **Database Management:** Query design, data validation, reconciliation, schema optimization, ETL documentation
 - **Data Analysis & Reporting:** SQL queries, dataset preparation, financial, compliance, and investment reporting
 - **Data Visualization:** Power BI dashboards, Excel reports, data storytelling, dashboard automation
 - **Data Management:** Data cleaning, transformation, migration, validation for reporting accuracy
 - **Testing & Quality Assurance:** Functional testing, defect logging, regression checks, data accuracy validation
 - **Cloud Platforms & Big Data:** AWS Athena (exposure), Azure SQL, Microsoft Azure Data Fundamentals (DP-900 in progress), exposure to cloud-based reporting
 - **Information Security & Governance:** ITIL practices, compliance, data governance, risk awareness
 - **Collaboration Tools & Platforms:** Jira, Confluence, ServiceNow, Microsoft 365 (Excel, Outlook, Teams, SharePoint)
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Experience

Tier 1 Support – SMG Hub, Centurion *Jan 2025 – June 2025*

- Responded to user requests via phone, email, and chat, logging and tracking tickets in the helpdesk system.
- Performed basic troubleshooting for common issues, including password resets, software errors, and connectivity problems.
- Provided device and software support, assisting with hardware setup (printers, peripherals) and approved applications.
- Documented troubleshooting steps and escalated unresolved technical issues to Tier 2/3 support for resolution.

Intern – Mercer Inter-Ed (Contracted to Discovery Bank Ltd & M&D Investment Firm via DeARX Services)

Aug 2022 – Jan 2024

- Developed and maintained core banking applications in Java, Spring Boot, and Hibernate.
- Improved backend efficiency by eliminating redundant calls and enhancing caching.
- Led unit testing initiatives, enforced code quality through reviews, and resolved application defects
- Designed scalable, optimized database schemas and SQL queries to support automation.
- Managed ETL processes using Pentaho, enhancing data integrity across systems.
- Ensured seamless integration across platforms through RESTful APIs and standardized data formats.

Store Assistant (IT & Customer Support) - PostLink POSANDITSYS

Jan 2021 – Nov 2021

- Provided customer tech support and resolved software/hardware issues.
- Handled international/domestic parcel bookings and POS systems.
- Managed print services and maintained a high customer satisfaction rate.
- Delivered high-quality customer service, resolving technical queries effectively.

Trainee – Go Four IT

March 2020 – June 2020

- Installed and configured network and system software for office environments.
- Supported SharePoint-based documentation and LAN/WAN troubleshooting.
- Maintained accurate technical records of system faults and resolutions.
- Supported software and hardware installations, troubleshooting, and system testing.
- Documented technical processes and ensured proper resolution of tickets.
- Provided remote and on-site support to end-users.

Education

- **National Diploma in IT (Communication Networks)** - Mangosuthu University of Technology (2017–2019)
- **Java Program** – Mecer Inter-Ed | 2022

Certifications

- Microsoft Certified: Security, Compliance & Identity Fundamentals (SC-900)