

Shelton Ngwenya

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https://github.com/sheltsnn15/Personal_Website

PROFESSIONAL SUMMARY

Analytical, autonomous, extensive, and reliable Software Development Student who is eager to learn. Keen to develop communication skills, customer support, and ability to learn quickly. Looking forward to progressing my skills and career path.

WORK HISTORY

Noel Group– Cork, Cork

Catering Assistant, Brooks Catering

2021 – Present

- Prepare meal ingredients, set up buffet stations.
- Load and unload food and catering supplies onto and off catering vehicles.
- Ensure that customers and guests are satisfied with the catering services provided.

Retail Assistant, Aramark Foods

2022 – Present

- Serve and assist customers with checkout
- Create a welcoming environment and provides excellent customer service.
- Remained calm and composed in tense situations involving angry or upset customers.
- Inventoried supplies regularly and reported needs to management
- Helped managers with daily checklists and last-minute requirements.

General Operative, Essentra Packaging

2021 – 2021

- Setting machinery to the correct packaging specifications.
- Assisting to ensure that machines are operating to an optimum level against company set targets.
- Supporting quality control at every stage of the process.
- Completing required manufacturing forms competently and accurately as required.
- Understanding and acting on both verbal and written instructions/procedures.
- Participate in development and training in equipment operation techniques.

Securico Installations – Zimbabwe

IT Technician

2020

- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LAN), wide area networks (WAN), and Internet systems
- Pay attention to customers' descriptions of their computer problems, diagnose the problem, and walk customers through the recommended problem-solving steps
- Provide other team members and managers in the organization with information about what gave customers the most trouble and about other concerns customers have.

VOLUNTEERING

Outsiders Entertainment – Cork, Cork

Public Relations Officer

2021 – Present

- Design, develop, and teach online promotions techniques, web designs and coding, and logodesign techniques
- Design, and Plan Marketing Strategies

- Photo Editing

Heskap IT Repairs – Waterford, Waterford

Temporary IT Technician

2017

- Extracting re-usable components from "dead" computers or laptops
- Create and maintain various social media pages/sites for different companies
- Implementing troubleshooting techniques on laptops, computers, and cell phones
- Repairs, software and hardware maintenance on laptops and computers

SKILLS

- | | |
|---|--|
| • Microsoft 365 Applications | • Analytic and Synthetic |
| • Canva | • Oral and written interpersonal Communication |
| • GIMP | • Interact well with diverse Cultures/Groups |
| • Linux Subsystems | • Self-independent and Autonomous |
| • Good numerical and problem-solving skills | • Critical and Logical Thinking |

EDUCATION

Munster Technological University – Cork, Bishopstown, Cork, Ireland

Software Development, Honors BSc
Present

2021 –

Projects

- Hill Climbing Algorithm

A local search algorithm program that searches for the peak in a landscape. It resolves problems such as plateaus and falling out of bounds. It is written in C

- College Database

A student's database Java Persistence Application, coupled with Apache Derby Database scripts, to insert, delete, update, and query student information.

- Robot Moving Algorithm

A local search algorithm where a robot is expected to move from the top-left corner to the bottom-left corner in a grid. The robot will have to traverse the grid using the shortest path to minimize cost. Written in Java

Cork College of Commerce – Morrison's Island, Cork, Ireland

Software Development, QQI Level 6
2021

2020 –

- CallOut Dispatch Services

A callout booking system which allows a dispatcher to keep track of the status and information of vehicles and drivers in a company. It also schedules the fare consisting of the customer's details, the vehicle details and the journey details and these details are given to a chosen driver, in C++

- Software Development Life Cycle Project

Learned the basic guide to the Project Management Body of Knowledge. Based on the concept of an online casino gaming platform

- Students Database

Created a student's database using Microsoft SQL Server with SQL scripts, practicing insert, delete, update, query commands.

Dundrum Further Education Institute – 11 Main St, Dundrum, Dublin 14, Ireland

Software Development, QQI Level 6
2020

2019 –

- BMI Calculator Program

A project that takes in different properties e.g., personal details, body details and uses them to calculate and informs the user about their BMI and if they are obese or not, in Python

- Craps Game Simulator Program

A craps game program where 2 players play a dice game in which players bet on the outcomes of a pair of dice, in Java.

INTERESTS

- Football, Chess, Boxing, Poetry (Spoken word and Slam Poetry)
- Self-taught in many applications (e.g., Linux, Canva, Microsoft 365)
- Creating Web Applications