

Siyabonga Mkhize

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Education

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- **Diploma in ICT: Applications Development**
Durban University Of Technology
- 1st & 2nd Year Complete
2024 - Current
- **Matric Certificate**
Brettonwood High School
2019 - 2023
- **Online Certificate**
 - 1) Cisco Networking Academy
 - Cybersecurity Essentials
 - Introduction to cybersecurity
 - Introduction to Packet Tracer
 - 2) Oracle
 - Cloud Infrastructure 2025 Certified Foundations Associate
 - Data Platform 2025 Certified Foundations Associate
 - Cloud Infrastructure 2025 Certified AI Foundations Associate
 - 3) FNB App Academy 2025
 - Full Stack Development



Work Experience



Talksure (Umhlanga)

Call Centre Sales Agent

March 2024 - November 2024

- Successfully managed sales interactions, demonstrating strong verbal communication and persuasive skills.
- Utilized Customer Relationship Management (CRM) software for lead tracking, data input, and client management.
- Consistently achieved sales targets in a high-pressure, fast-paced environment.
- Maintained accurate and secure client data within the system.

Skills

Software Applications	Strength	Languages
-Microsoft Office Suite(Advanced Excel, Word)	- Exceptional Remote Communication	-English (intermediate)
-GitHub	-Punctual Time Management	-Isizulu (intermediate)
-Visual Studio	-Resilience in Fast-Paced Environments	
- Oracle Console	-Logical Troubleshooting	
- CRM Software	-Rapid Skill Acquisition & Adaptability	
- Cisco Packet Tracer	-High Data Integrity	
Programming Languages	Development & Cloud	Operating Systems
-HTML (intermediate)	Backend Development (API Creation)	-Windows
-C# (intermediate)	Software Development Life Cycle (SDLC)	-Ubuntu Linux
- PHP (intermediate)	API Integration & Data Processing	-Mac OS
-Python(Basic)	Data Management and Analysis	
-Java(Basic)	Git & Version Control	
- CSS, BootStrap , XML	Cloud Infrastructure	
	Networking & Cybersecurity Fundamentals	