

# 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

### Scan to View Qualifications



## 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	