Qaphela Tyala

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am a highly motivated, self-disciplined professional with a strong track record of delivering exceptional results. I possess excellent analytical, communication, and problem-solving skills, and thrive in challenging environments that push me to work outside of my comfort zone. While I am new to the fields of networks, and cloud support. I am also interested in expanding my skillset to include front-end development and software testing. I believe that having a well-rounded understanding of various aspects of the technology industry will help me excel in my career and provide greater value to my team and clients. I am enthusiastic about the prospect of learning new skills and am eager to take on new challenges to help me grow both personally and professionally.

Preferred occupation	**Developers** IT, computing jobs
	Web designers IT, computing jobs
	Network administrators IT, computing jobs
	Computer technician IT, computing jobs
	Software tester IT, computing jobs
	Devops IT, computing jobs
Preferred work location	**Cape Town** Western Cape

Contacts and general information about me

Day of birth	1997-01-07 (29 years old)
Gender	Female
Residential location	Cape Town Western Cape
Telephone number	*Information is available only for registered users.* Sign in
Email address	*Information is available only for registered users.* Sign in

Work experience

Working period	**nuo 2018.12 iki 2020.01**
Company name	Toys R Us
You were working at:	Shop assistants
Occupation	Sales Assistant
What you did at this job position?	I was responsible responsible for greeting and serving customers as they enter their store and advising them on products or services available in-store

Working period	**nuo 2021.05 iki 2022.07**
Company name	Novus Holdings Ltd
You were working at:	Computer technician
Occupation	IT intern
What you did at this job position?	I have extensive experience in providing first and second line support for users and staff. I am skilled in setting up VPNs for users and have experience setting up laptops from HP, as well as connecting printers from Konica Minolta and scanners. I am proficient in creating user accounts, resetting passwords, and unlocking user accounts using Active Directory Users and Computers (AD). Additionally, I am experienced in resolving calls via remote desktop using Teams, Anydesk, and the Configuration Manager Console (SCCM). I am able to provide troubleshooting and configuration support for users, laptops, and network issues, and am knowledgeable in refurbishing laptop and desktop computers.

Working period	**nuo 2022.10 iki 2023.04**
Company name	AddPay
You were working at:	Computer technician
Occupation	Merchant Support Officer
What you did at this job position?	As a merchant support officer, I have experience in solving merchant queries and providing advanced support in both technical and financial matters. In addition to supporting merchants during the onboarding process, I assist with the installation and usage of additional software, such as stock management systems, as appropriate. I am proficient in using cloud systems including Genesis, fresh desk, and API. On a daily basis, I perform testing on all ECW features such as card acceptance, MoMo acceptance, cash acceptance, VAS purchases, and merchant liquidations.

Education

Educational period	**nuo 2015.12 iki dabar**
Degree	Grade 12 / Matric
Educational institution	Zisukhanyo Senior Secondary School
Educational qualification	Matric

Educational period	**nuo 2016.01 iki 2022.12**
Degree	Diploma
Educational institution	Cape Peninsula University of Technology
Educational qualification	Diploma in Communication Networks, Information Technology

Languages

Language	Speaking level	Understanding level	Writing level
isiXhosa	fluent	fluent	fluent
English	very good	very good	very good
isiZulu	basic	basic	basic

Computer knowledge

AWS Academy Graduate - AWS Academy Cloud

Foundations

Microsoft Azure: Active Directory

SQL basic

AWS Cloud Practitioner Essentials

Javascript

CSS

NSE 2 SASE

CCNAv7:Switching,Routing, and Wireless

Essentials

CCNAv7: Introduction to Networks - 2022

Responsive web design

AWS Technical Essentials

HTML

NSE 1 Network Security Associate

Python-basic

Java-basic

Customer service

Troubleshooting

Basic Configuration

Additional information

Driver licenses	None
Salary you wish	20000 R per month
How much do you earn now	13000 R per month