

# Lefithile Theodora Radipina

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## PROFILE SUMMARY

Currently pursuing Full-Stack Development at Melsoft Academy and Data Analysis at ALX Africa, with a strong interest in applying skills in data analysis, web development within a dynamic team.

## SKILLS

**PROFESSIONAL SKILLS** Customer Service | Communication | Presentation Skills | Sales | Technical Support | Problem Solving | Teamwork

**TECHNICAL SKILLS** JavaScript | SQL | CSS | HTML | REACT | Node.js and Express.js | Excel | Data Analytics |

## EMPLOYMENT HISTORY

### Technical Support Consultant

Centerfield Software, Johannesburg

Dec 2013 - May 2023

- Delivered frontline technical support for mobile data services, ensuring customer satisfaction and service continuity.
- Managed and resolved escalated inquiries related to data services, demonstrating problem-solving proficiency.
- Troubleshoot conflicts between mobile data devices and computer peripherals, enhancing system compatibility and user experience.
- Facilitated communication between clients and call center teams, streamlining issue resolution.
- Maintained a comprehensive knowledge base by documenting problems and resolutions to improve future support activities.

## EDUCATION

### BSc in Computer Systems

Heriot-Watt University, Johannesburg

2015

### BTech Higher National Diploma in Information Technology

CTI Education Group

2011

### Full-Stack Development (In Progress)

Melsoft Academy

October 2024

### Data Analysis (In Progress)

ALX Africa November 2024

## PROFESSIONAL CERTIFICATIONS

- 2024: AWS Cloud Practitioner Essentials

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REFERENCE

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**Boitumelo Thibogang**

Area Manager

T: (076) 148 0923

**Maggie Brewin**

Store Manager

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**Mr. Themba Maleyane**

Store Manager

T: (081) 322 4495