



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 (27 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