



# 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 (28 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	<b>nuo 2016.01 iki 2022.12</b>
Degree	Diploma
Educational institution	Cape Peninsula University of Technology
Educational qualification	Diploma in Communication Networks, Information Technology

**Languages**

<b>Language</b>	<b>Speaking level</b>	<b>Understanding level</b>	<b>Writing level</b>
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