PRETORIA, GP

NAMHLAKHOZA7@GMAIL.COM

066 229 5346

Namhla Khoza

Software Engineer

about

As a skilled and passionate developer, I am committed to designing and developing user-friendly, innovative, and visually appealing websites, applications and software systems.

EDUCATION

Belgium Campus ITversity

BSc Computing (Software Engineering)

Charlton Vos College of Education

National Senior Certificate

SKILLS

UI/UX Design

HTML/CSS

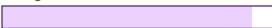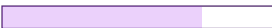JavaScript

Database Management

Java

LANGUAGES

English

IsiXhosa/ seTswana

Afrikaans

work experience

CUSTOMER SUPPORT OPERATIONS

TransUnion | 2024-Present

- Collaborate with team members to take ownership of the project cycle.
- Recently helped to decrease line testing time by 20%.
- Attend all meetings with the team and senior leadership to discuss execution strategy and delivery goals.
- Provides ongoing support for higher touch accounts and able to support their requests with regards to TransUnion software utilization.
- Delivers expedited support to high profile customers providing expedited resolution
- Ensures network operates as intended for Batch, API and SSO users.

SENIOR TUTOR WITH TECHNICAL AND ADMINISTRATIVE DUTIES

Master Maths and Science | 2023

- I played a crucial role in supporting students' mathematical and science development, helped learners achieve their academic goals.
- While also incorporating modern technology into their lessons.
- Responsibilities include answering inbound calls, evaluating clients' concerns and responding to the needs of customers as well as giving information on the products and services offered at the center.

PRIVATE TUTOR

Greater Heights | 2019-2023

- Provided private tuition for primary and high school levels in and around Pretoria.