

# 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

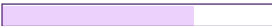
BSc Computing (Software Engineering)

##### 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

#### 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.