

NONTOKOZO

**Personal Information**

Date of Birth - **19/12/1988**

Nationality – **Swaziland**

**Contact:**

EMAIL:

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**Profile**

Very strong problem solving and analytical skills with excellent interpersonal, presentation and communication skills. Multitasking and work prioritization. Possess outstanding office administration with strong time management and database management skills. A critical thinker who exercises independent judgement and decision-making abilities. Quick learner and quick to adapt and works well either individual or as part of a team.

**EDUCATION**

**Vaal university of Technology, Vanderbijlpark - South Africa**

National Diploma Information Technology 2016 (attested for UAE)

**WORK EXPERIENCE**

**School in Dubai (registered Volunteer)**

October 2019 to date

* Assist IT department when required

**instaweb – Dubai (data entry project based)**

September 2018–December 2018

* Analyse and enter customer data into system.
* Complete projects within allocated period and maintain high level accuracy.

**Premium Education centre** – **Zimbabwe (administration assistant)**

Jan 2016– Jan 2018

Responsibilities;

* Handle phone calls and emails addressing enquiries or queries and ensuring centre is running smooth on daily basis and in accordance with school policy.
* Assist director on her daily schedules.
* Maintain good communication between centre and parents
* Consulting with external agencies, organizing and facilitating educational or social activities.
* Maintain student files, enter records and generate reports based on the records entered.
* Support staff and school director - arrange meetings and generate letters and reports.
* Visitors 1st point of contact, address and assists visitors accordingly. Therefore, I managed receptionist duties and maintained the office neat and well organised.
* Help in the organisation of school events.

*Achievement*

* Maintained a very efficient filing system.
* Performed reception duties effectively
* Good communication with parents which resulted in smooth resolving of issues encountered.

**Vaal university of technology**

**(System Business analyst trainee) and (system developer trainee)**

January 2015–December 2015

Core responsibilities

* Improve existing sales system, study business functions
* Gather all business requirements and system requirements
* Design new system, analyse requirements, construct work flowchart and diagrams, write specifications.
* Using Microsoft visio, as a drawing tool
* Define the project requirement by identifying project milestone and phases
* Documentation of every single step and frequently co-ordinate with client to gain deeper understanding of business and procedure throughout development
* Monitor project progress by tracking activity, resolving problems and giving progress report
* Provide training and the user manual for the system users
* Ensure that operational systems are designed, developed and fully supported with policies standards and procedures.
* Ensure that designs comply with specification
* Capture requirements, develop and maintain new and existing system software.
* Providing input across the full project life cycle.
* Communicate progress against milestone

**Soft Skills**

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| --- | --- |
| * Planning | * Problem solving skill |
| * Office administration | * Communication |
| * Documentation | * Interpersonal skills |
| * Time management | * Critical thinking |
| * Analytical skill | * presentation |

**SKILLS**

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| --- | --- |
| * Visual Basic | * MySQL |
| * Oracle | * Microsoft SQL server |
| * Java | * SDLC |
| * Microsoft office (excel, word, access, power point, projects, visio) * Sql, plSql | * Business analysis * Database administration * Data analysis |
| * Html * Presentation | * Requirement analysis * Data modelling |
| * Web designing * Information Systems | * Basic accounting |
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*Reference available upon request*