

# Teboho Rathethe Mokgosi

IT Applications Development and Management Intern | BSc in IT (UFS)

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## SUMMARY

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I am a detail-oriented and technically proficient IT graduate with a Bachelor of Science in Information Technology majoring in Computer Science. Currently serving as an IT Intern at the Department of Higher Education and Training (DHET). I have hands-on experience in Software Development, System Administration, Technical Application Support, Hardware and Software Troubleshooting. I am proficient in C#, ASP.NET Core, HTML, CSS, JavaScript and SQL with exposure to SDLC, Agile Methodologies and MVC Architecture. Adept at providing end-user support, hardware/software troubleshooting and SharePoint content management. I am passionate about building efficient, user-friendly digital solutions and continuously learning emerging technologies.

## WORK EXPERIENCE

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- **Information Technology Intern**

Department of Higher Education and Training

*Dec 2023 - Present*

Key Responsibilities:

- Provide Level 1 & 2 technical support, diagnosing, tracking, resolving and documenting user-reported issues.
- Perform system maintenance, troubleshooting and server troubleshooting to ensure optimal performance.
- Manage user onboarding, account creation, access control and training for the Employee Management System (SMARTnet).
- Design, develop and maintain web applications using technologies such as HTML, CSS, JavaScript, C#, ASP.NET Core and SQL.
- Assist in implementing new technologies to improve efficiency, automate business processes and enhance organizational workflows.
- Contribute to the development and enforcement of SDLC guidelines, collaborating with stakeholders from requirements gathering to deployment and post-launch support.
- Manage and update SharePoint based departmental websites and intranet sites, ensuring accurate, relevant and up-to-date content.
- Conduct debugging, testing and validation of applications using tools such as Visual Studio and SQL Server Management Studio ensuring quality and reliability.

## EDUCATION

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- **Bachelor of Science in Information Technology**  
**Majoring in Computer Science and Business Management**  
University of the Free State  
*Completed: 2022*
- **Grade 12 (Matric)**  
Kgolagano Secondary School  
*Completed: 2017*

## SKILLS

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### Technical Skills

- Programming Languages:
  - HTML, CSS, JavaScript, Bootstrap, C#, ASP.NET Core MVC, Web API and Blazor, SQL, Java, React
- Databases:
  - Microsoft SQL Server, MySQL
- Hardware & Troubleshooting:
  - PC Assembly and Disassembly, Component replacement, Hardware diagnostics and troubleshooting
  - Peripheral Installation and Support
- Operating Systems:
  - Windows 10/11 Windows Server, Linux (Basic CLI & GUI Operations, macOS)
- Software & Networking:
  - Software Installation, Configuration and Troubleshooting
  - TCP/IP Networking (ping, ipconfig, DNS/DHCP), Active Directory, Remote Desktop Support Tools
- Tools & Platforms:
  - Ticketing System (DHET internal), Microsoft 365 & Power Platform, SharePoint
  - Visual Studio, Visual Studio Code, SQL Server Management Studio
- Frameworks & Methodologies:
  - OOP, SDLC, Agile Development, MVC Architecture, Minimal APIs
- Version Control & Collaboration:
  - Git, [GitHub](#)

### Interpersonal/Soft Skills

- Customer Service & User Support
- Communication
- Teamwork and Collaboration
- Problem solving
- Adaptability
- Continuous Learning
- Time management and Prioritization
- Attention to detail
- Patience and Empathy
- Emotional Intelligence

## REFERENCES

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- Mr. Tshepho Monare | Manager  
Department of Higher Education and Training  
069 377 2900 | [monare.t@dhet.gov.za](mailto:monare.t@dhet.gov.za)
- Ms. Thelma Modika | Supervisor  
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- Mr. Muhluri Hlungwani | Supervisor  
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- Mr. Sabata Seekoei | Mentor  
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