Teboho Rathethe Mokgosi

IT Applications Development and Management Intern | BSc in IT (Computer Science)

0722389325 | [Personal Website](#) | mokgositeboho77@gmail.com | [LinkedIn](#) | Pretoria, Gauteng

SUMMARY

I am a detail-oriented and technically proficient IT graduate with a Bachelor of Science in Information Technology and a Computer Science major. I possess hands-on experience in technical support, hardware and software troubleshooting, system maintenance, user account management and software development gained during an internship at the Department of Higher Education and Training (DHET). Adept at diagnosing and resolving a wide range of IT issues, providing excellent end-user support, and ensuring optimal system performance. A quick learner with strong problem-solving skills and a passion for technology.

WORK EXPERIENCE

- **Information Technology Intern**
  Department of Higher Education and Training
  Dec 2023 – Dec 2025
  Key Responsibilities:
    - Provided Level 1 & 2 technical support by diagnosing, tracking, resolving and documenting user-reported issues.
    - Perform system maintenance, troubleshooting, and server management to ensure optimal performance.
    - Managed user onboarding and access control, including account creation, permissions, and training for the Employee Management System (SMARThet)
    - Assist in implementing new technologies to improve efficiency, automate business processes, and enhance organizational workflows.
    - Design, develop, and maintain web applications using Microsoft Power Platform and technologies such as HTML, CSS, JavaScript, C#, ASP.NET Core, and SQL, ensuring scalability, performance, and user-friendliness.
    - 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 to ensure quality and reliability.

EDUCATION

- **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

Technical Skills

Hardware & Troubleshooting:
- PC Assembly, Disassembly & Component Replacement
- Hardware diagnostics & Troubleshooting
- Peripheral Installation & Support (Printers, Scanners)

Operating Systems:
- Windows 10/11: Installation, Configuration, Troubleshooting
- Linux: Basic CLI and GUI operations
- MacOS: User support and navigation

Software & Networking:
- Software Installation, Configuration & Troubleshooting
- Basic TCP/IP Networking, ping, ipconfig, DNS/DHCP, OSI Model
- Active Directory

Tools & Platforms:
- Ticketing System (Internal DHET System)
- Remote Desktop Support Tools
- Microsoft 365 & Power Platform
- Microsoft SharePoint (DHET Content Management)
- Visual Studio, Visual Studio Code
- SQL Server Management Studio

Programming & Frameworks:
- HTML, CSS, JavaScript, Bootstrap, C#, MS SQL Server, ASP.NET Core
- OOP, SDLC, MVC Architecture

Soft Skills

- Customer Service & User Support
- Clear & Effective Communication
- Teamwork and Collaboration
- Adaptability and Continuous Learning
- Time management & Prioritization
- Attention to detail
- Patience and Empathy

REFERENCES

- Mr. Tshepho Monare | Manager
  Department of Higher Education and Training
  069 377 2900 | monare.t@dhet.gov.za

- Ms. Thelma Modika | Supervisor
  Department of Higher Education and Training
  069 376 4242 | modika.t@dhet.gov.za

- Mr. Muhluri Hlungwani | Supervisor
  Department of Higher Education and Training
  069 258 5821 | hlungwani.m@dhet.gov.za

- Mr. Sabata Seekoei | Mentor
  063 691 0788