Teboho Rathethe Mokgosi

IT Applications Support and Management Intern

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SUMMARY

I hold a Bachelor of Science in Information Technology majoring in Computer Science and Business Management from the University of the Free State and currently serve as an Intern at the Department of Higher Education and Training (DHET). I'm a dedicated, goal-oriented IT professional with hands-on experience in Software Development, Technical Application Support and Management and System administration with a strong passion for building clean, efficient, functional digital solutions. I specialize in frontend development with hands-on experience in backend development. I'm skilled in languages and frameworks such as C#, ASP.NET Core, HTML5, CSS3, JavaScript, SQL, and have experience with CMS platforms like WordPress and SharePoint and Design tools such as Canva. I'm also familiar with SDLC and Agile methodologies. I bring a strong work ethic, attention to detail and the ability to manage and prioritize multiple development tasks within a collaborative team environment.

WORK EXPERIENCE

- **Information Technology Intern**
  Department of Higher Education and Training
  Dec 2023 - Present
  Key Responsibilities:
    - Providing Technical Support for Applications and resolving system related issues for users within the organization.
    - Ensuring effective user access, user permissions and providing support for both new and existing users on the Employee Management System (SMARThet).
    - Assist in implementing new technologies to increase efficiency using Information Technology and allow business process automation.
    - Developing, implementing and maintaining web applications using a combination of Frontend (HTML5, CSS3 and JavaScript) and Backend (C#, ASP .NET Core, Relational Databases e.g. SQL) technologies.
    - Developing SDLC guidelines, processes and standards and ensure that all applications conform to these standard and guidelines.
    - Participated and collaborated with stakeholders in SDLC-aligned processes from requirements analysis through to deployment and post-launch support.
    - Managing and updating the contents of SharePoint based Department Website and Intranet sites ensuring accurate content.
    - Maintaining, updating, troubleshooting and resolving issues related to legacy and newly developed systems and servers.
    - Conducted application debugging and validation using tools such as Visual Studio and SQL Server Management Studio.

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

- Programming Languages:
  - C#, ASP .NET Core, .NET Framework, Java (basic), SQL
  - HTML5, CSS3, JavaScript, Bootstrap
- Databases:
  - Microsoft SQL Server, MySQL, Oracle (basic)
  - Transact-SQL, Stored Procedures
- Application Support & Maintenance:
  - Troubleshooting
  - Technical and End-User Support
  - Operating Systems (Windows, Basic Linux)
  - Customer and Service provider liaison
  - Role-based access, Content management
- Development Tools:
  - Visual Studio, Visual Studio Code, MS SharePoint
  - SQL Server Management Studio, MySQL Workbench
- Design Tools:
  - Canva
  - Photoshop (basic exposure)
- Frameworks & Methodologies:
  - OOP, Agile, SDLC, MVC Architecture
- Version Control & Collaboration:
  - Git, GitHub

Interpersonal Skills

- Communication
- Teamwork and Collaboration
- Problem solving
- Adaptability
- Critical thinking
- Time management
- Attention to detail
- Emotional Intelligence
- Empathy

REFERENCES

- Mr. Phil September | Senior Manager
  Department of Higher Education and Training
  012 312 5194 | september.p@dhet.gov.za

- Mr. Tshepho Monare | Manager
  Department of Higher Education and Training
  012 312 5031 | monare.t@dhet.gov.za

- Ms. Thelma Modika | Supervisor
  Department of Higher Education and Training
  012 312 5374 | modika.t@dhet.gov.za