

# Teboho Rathethe Mokgosi

Software Engineer | Application Support Specialist | BSc in IT (UFS)

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## SUMMARY

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I'm a detail-oriented Software Developer with a Bachelor of Science in Information Technology (Computer Science major) and 2 years of hands-on experience in developing, maintaining, and supporting enterprise-level applications in a government environment. Proficient in the Software Development Life Cycle (SDLC) and Agile methodologies, full-stack development with a strong focus in C#, ASP.NET Core, SQL Server, JavaScript and modern web technologies. I'm a strong logical thinker. I'm passionate about building scalable, secure, and user-friendly solutions while continuously improving my technical depth. I have proven track record in providing Level 1 & 2 technical support, resolving complex system issues, and automating business processes to enhance operational efficiency.

## TECHNICAL SKILLS

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### Programming & Frameworks:

C#, ASP.NET Core (MVC, Web API, Blazor), JavaScript, React, Java, HTML5, CSS3, Bootstrap, jQuery

### Databases & Data Handling:

Microsoft SQL Server, MySQL, PostgreSQL, Entity Framework Core, LINQ, T-SQL

### Tools & Platforms:

Visual Studio, Visual Studio Code, SSMS, Git, GitHub, Microsoft 365, SharePoint

### Power Platform:

Power Apps, Power Automate (Business Process Automation), Dataverse

### Systems & Infrastructure:

Windows Server, Active Directory, DNS/DHCP, TCP/IP Networking, Microsoft Azure Fundamentals, Docker, GitHub Actions, SDLC, MVC Architecture, APIs, OOP

### ITSM & Methodologies:

Incident & Problem Management, SLA Compliance, Agile, SDLC, MVC Architecture.

## SOFT SKILLS

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Communication • Teamwork & Collaboration • Problem Solving • Analytic Thinking • Adaptability • Time Management • Continuous Learning • Attention to Detail • Customer-focused support approach

## EDUCATION

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- **Bachelor of Science in Information Technology**  
*Majors: Computer Science and Business Management*  
University of the Free State – Completed: 2022
- **National Senior Certificate (Matric)**  
Kgolagano Secondary School – Completed: 2017

## WORK EXPERIENCE

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### Applications Development and Support Intern

Department of Higher Education and Training | Pretoria, ZA

*Dec 2023 – Dec 2025 (2 years)*

#### Key Responsibilities:

- **Software Development:** Designed and maintained internal web applications using C#, ASP.NET Core and JavaScript, ensuring adherence to SDLC guidelines and secure coding practices.
- **Database Management:** Optimized SQL Server Database solutions and wrote T-SQL queries to improve data reliability and system performance.
- **Technical Support:** Provided Level 1 & 2 application and technical support, managing the full incident lifecycle and performing root cause analysis to maintain 99%+ service availability.
- **Automation:** Integrated Power Automate workflows to streamline internal business processes and reduce manual administrative tasks.
- **Systems Administration:** Managed user onboarding and access control via Active Directory and the Employee Management System (SMARTnet).
- **Collaboration:** Actively participated in Agile ceremonies, contributing to requirements gathering, UAT Testing and production deployments.
- **Documentation:** Authored technical documentation and user training materials to facilitate and improve system adoption.
- **Infrastructure & Network Troubleshooting:** Managed the end-to-end installation and configuration of hardware peripherals while resolving LAN, Wi-Fi, and VPN connectivity issues to ensure uninterrupted office operations.
- **Quality Assurance & Code Review:** Conducted systematic debugging and code reviews using Visual Studio and SSMS, while supporting User Acceptance Testing (UAT) to validate that new features met all business requirements before deployment.
- **System Reliability & Asset Management:** Maintained high system uptime through routine server optimization and meticulous IT asset inventory management, ensuring all equipment remained compliant with departmental standards

## PROJECTS

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### Airline Reservation System | [LINK](#)

- Built a full airline reservation system enabling flight search, seat availability, and ticket booking.
- Implemented secure user authentication with role-based access and an admin flight management module.
- Designed a responsive and user-friendly interface to improve usability and accessibility.

### Personal Finance Tracker | [LINK](#)

- Built a personal finance tracking application with secure user authentication
- Implemented dynamic data visualizations to display income vs. expense trends across multiple time periods
- Created responsive UI using Bootstrap 5 with monthly/yearly filtering capabilities and category-based expense tracking

### Community Dashboard | [LINK](#)

- Developed a multi-user web application with secure authentication and role-based authorization (User/Admin).
- Implemented role-based access (User/Admin) to manage community posts, comments, and pinned announcements using clean MVC architecture.

## REFERENCES

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- Mr. Tshepho Monare | Manager  
Department of Higher Education and Training  
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- Ms. Thelma Modika | Supervisor  
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