

NAPHTALLY LESESE

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I am a professional software developer who obtained a National Diploma in Information Technology with a specialty in Software Development from Tshwane University of Technology. These courses have helped me develop my ability to think creatively and meticulously.

I have extensive knowledge of technical programming languages like MySQL, ASP.NET, JAVA, C#, SQL Server, C++, PHP, and other closely connected technical topics. I can self-manage my growth since I am disciplined. In a setting that is expanding quickly, I am adaptable and open to learning new things. I like working both solo and, when necessary, in teams with other creative thinkers.

Working and earning experience are two things that I am interested in. I'm a hard worker who is keen to acquire the abilities that are expected of me and interests are software development. Networking, information systems, project management, agile, and cloud computing.

SOFT SKILLS

- Critical Thinking
- Leadership
- Teamwork
- Dedication
- Communication skills
- Time Management
- Creativity
- Problem-solving

EXPERIENCE

**INVESTHOODIT,
SOFTWARE DEVELOPER**
RESPONSIBILITIES:

JANUARY 2022 –PRESENT
EMPLOYMENT TYPE: CONTRACT

- Gather feedback from users to improve software products, leading to more satisfied customers.
- Generated reports on work completed for the project, allowing for better organization and time management.
- Ensure that all customer queries are addressed within the Service Level Agreement (SLA) stipulated time frame.
- First time fix rate and recall rate under the stipulated requirements.
- Maintain customer relationship. Internal Processes
- Be productive based on the calls allocated to them.
- Ensure that they comply with all Quality Management System (QMS) procedures provided by the Field Service Managers (FSM).
- Complete administration within time frames as per policies.
- Action and close new calls within customer Service Level Agreements and Mean Time to Respond Mean Time to Complete.
- Technical support, maintenance, trouble shooting in an end user computing environment. Human Capital
- Ensure that all policies and procedures are followed according to the company requirement
- Successfully gathered requirements from clients and developed software to meet their needs
- Developed a custom e-learning solution which was implemented in over 100 schools

- Wrote detailed bug reports for the development team, leading to a decrease in software defects by 15%.
- Provide expert level support for software applications, resolving any issues in a timely manner.
- Maintain up-to-date knowledge of current software development trends and best practices.
- Developed and executed test plans to ensure the software met customer expectations, resulting in a 98% satisfaction rating.
- Created automated tests to increase efficiency by 30%.
- Log bugs and enhancement requests
- Perform hardware and software installations, configurations and updates as needed
- Create and maintain tips and tricks solutions for online database and web site
- Provide introductory on-line & classroom training for company products
- Resolve technical issues in a timely manner using available resources within the company
- IT Technical Support requirements
- Extracted data from various sources and uploaded it to the project on a daily basis, as required.
- Performed root cause analysis on production issues to prevent future outages
- Successfully implemented a new logging system that reduced debug time by 2 hours
- Delivered features in a concurrent, automated testing environment

Projects worked on

JANUARY 2021 – 2021 JUNE

PROJECTS DESIGNED, TSHWANE UNIVERSITY OF TECHNOLOGY

HOSPITAL BOOKING SYSTEM

This was my final project at TUT. It is an online booking system that makes scheduling appointments with doctors relatively easy for both doctors and patients. The app allows the patient to select a hospital, available doctors, prices, and time slots. Convenient their appointment and view all appointment details or cancel booking at any time.

- Successfully implemented a new booking system that decreased customer wait time by 20%.
- Created a user-friendly booking system that resulted in a 30% increase in customer satisfaction.
- Successfully gathered requirements from customers and stakeholders to develop the booking System.

JULY 2021 – TO NOVEMBER 2021

PROJECTS DESIGNED, TSHWANE UNIVERSITY OF TECHNOLOGY

ELECTRONIC VOTING SYSTEM

This was my final project at TUT. Electronic online voting system is a software platform that enables groups to conduct votes securely. The system balances ballot security, accessibility, and the overall needs of an organization's voting event.

- Developed a user interface that is easy to use and navigate, resulting in a satisfaction rating of 4.5/5 stars.
- Successfully implemented software development processes and tools across the organization Which resulted in a 50% increase in productivity.
- Created an automated testing framework that reduced the number of regression bugs by 70%.

EDUCATION

APRIL 2022

NATIONAL DIPLOMA IN INFORMATION TECHNOLOGY (SOFTWARE DEVELOPMENT), TSHWANE UNIVERSITY OF TECHNOLOGY

NOVEMBER 2014

NATIONAL SENIOR CERTIFICATE, HOER TEGNIESE SKOOL WITBANK

LICENSES & CERTIFICATIONS

- DATABASES- DML STATEMENTS AND SQL SERVER
- DIPLOMA IN HTML5, CSS3 AND JAVASCRIPT
- ORACLE CERTIFIED FOUNDATIONS ASSOCIATE
- INTRODUCTION TO DATABASE CONCEPTS
- CODE 10 DRIVERS LICENSE

TECHINICAL SKILLS

- Database Programming using Oracle products (SQL, PL/SQL) and other databases (SQL Server, MySQL, Ms Access)
- CCNA
- Systems Administration
- Information Technology
- Documentation
- Linux
- Collaboration
- Troubleshooting
- Help Desk Support
- Customer Service
- Programming using
 - IDE: Embarcadero builder, virtual Studio
 - ASP.NET
 - C#, PHP, HTML5, CSS and JavaScript
- Microsoft Office Applications (Word, Excel, Access, PowerPoint)
- System Analysis: UML understanding, Structured analysis, unit testing and technical change control
- Maintenance and installation of operating systems (Windows and Linux), and
- Basic network configuration

LANGAUES

- English
- Afrikaans
- Sepedi
- Zulu

REFERENCE

Mr J Dhlamini	Manager	Mobile: 0718855035 Email: Jerome.dhlamini@gmail.com
Mr JK Makhubela	Lecturer	Mobile: 0671793780 / 0136533174 Email: makhubelajk@tut.ac.za