

Sandile Dhlamini

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SUMMARY

I'm a tech-savvy and driven individual with a National Diploma in IT (Software Development) from Tshwane University of Technology. Currently, I'm sharpening my skills in a Java Developer Program at Mecer Inter-Ed. Over the past few years, I've worked in various tech roles where I've supported users, solved hardware and software issues, and delivered practical solutions both remotely and on-site. My passion for technology started early and has only grown stronger. Now, I'm focused on growing as a Java developer and bringing together my background in IT support and development to create reliable, user-friendly systems.

SKILLS

Programming Languages: Java, JavaScript, SQL, C++

Web Development: HTML, CSS, React, Tailwind, Node.js

Software Development: APIs, Data Structures and Algorithms

IT Support & Security: Windows OS, Linux, Desktop Support, Active Directory, Firewalls, Technical Support

Tools & Platforms: Microsoft 365, Slack, Git/GitHub, Ticketing Systems, Google Suite, VS Code

Other Skills: Problem-Solving, Communication, Critical Thinking, Research, Adaptability, and Emotional intelligence

EDUCATION

Java Developer Program
Mecer Inter-Ed
May 2025 - Current

- 5-month fully sponsored intensive training program covering Java, web technologies, and software development fundamentals.

National Diploma: IT Software Development
Tshwane University of Technology
Feb 2018 - Feb 2022

- Completed practical and theoretical modules on programming, database management, and IT support.

National Senior Certificate (Matric)
Ntsu Secondary School
Jan 2012 - Nov 2016

- Graduated with core subjects including Mathematics, Physical Sciences, and Computer Applications Technology.

EXPERIENCE

L1 Software Support Analyst (Seasonal)

Construct Education – Remote (City of Cape Town, South Africa)

Dec 2024 - Jan 2025

- Provide front line support for users of the Canvas LMS by validating and clarifying reported issues in support tickets.
- Offer clear, step-by-step guidance for how-to questions, referencing internal resources.
- Reproduce complex problems, document detailed reproduction steps, and escalate to Level 2 Analysts when necessary.
- Identify and resolve user errors or misunderstandings to improve overall user experience.
- Maintain high standards of efficiency and quality in resolving user issues, ensuring timely support.

Junior IT Specialist

Goldstein Immigration Lawyers – Remote (Los Angeles, USA)

Mar 2024 - Aug 2024

- Delivered first-level technical support for software applications and hardware issues.
- Assisted remote staff with troubleshooting and resolving technical problems.
- Worked with automation and workflow tools including Make.com, Zapier.com, Airtable, and Formstack. Documented software/hardware configurations and troubleshooting steps.
- Provided basic training on software applications and IT best practices.

Information Technology Intern

Technology Corporate Management (TCM) – Hybrid (Bloemfontein, South Africa)

Nov 2022 - Oct 2023

- Supported on-site and remote desktop support for clients across multiple sectors including banking and healthcare.
- Repaired and maintained printers, desktops, servers, and mobile computing devices.
- Assisted executive staff with network issues and mobile computing challenges.
- Followed up on support tickets to ensure customer satisfaction and SLA compliance
- Learned under the mentorship of an experienced field engineer.

IT Desktop Support Intern (WIL)

Dihlabeng Local Municipality – Bethlehem, South Africa

Oct 2021 - Jun 2022

- Provided hardware, software, and network support including routers, firewalls, and wireless access points.
- Troubleshoot and resolved user issues, offering one-on-one technical assistance.
- Completed a year-end Java development project creating an e-waste management application.
- Performed minor equipment repairs and coordinated servicing needs.
- Gained hands-on experience through workshop and experiential training.
- Part of my work integrated learning module in university.

Student Mentor

Tshwane University of Technology – Polokwane, South Africa

Apr 2021 - Mar 2022

- Tutored students in SQL and PL/SQL, planning lessons and adapting content based on academic needs.
- Conducted one-on-one and group tutoring sessions via MS Teams.
- Provided feedback and progress reports to the ICT faculty.