

KHAPHATHE MPHO

CONTACT

✉ khaphathemphe@gmail.com
☎ 0827056724
📍 Soshanguve Block M Extension 3274 0152

PERSONAL DETAILS

Driving Licence : C1
Willing to Relocate : Yes
Availability : Immediately
Criminal Record : NA
Age : 24 years

SKILLS

GUI Frames(Java)
Strong Communication
Microsoft Office (Word, Excel, PowerPoint, Outlook)
Database Management (SQL)
Confidentiality
Web Design (HTML, CSS, and JavaScript)

REFERENCE

Dr TT Tshilongamulenzhe -
Tshwane University of Technology
0123829726
Tshilongamulenzhetm@tut.ac.za

Evidence Maselane -
ZTE(Corporation South Africa)
Senior Operations Manager (WCP Region)
Evidence.maselana@mtn.com
0833405349

Ndidzulafhi Vincent -
ZTE(Corporation South Africa)
Regional Supervisor
079 851 0430

LANGUAGES

English
Venda(Home Language)

OBJECTIVE

As a Computer Science student at TUT, I have developed a solid foundation of different programming Languages. I am an ambitious individual who is prepared to achieve the desired goals of the job description. I am a dedicated, organized, and methodical individual. I have good interpersonal skills, I am an excellent team worker, and am keen and very willing to learn and develop. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas.

EDUCATION

2022-2026	Computer Science (Extended programme) Tshwane University of Technology
2021	Grade 12 National Senior Certificate Kolokoshani Secondary School

ACHIEVEMENT & AWARDS

Feb 2022 - Dec 2022	Peer facilitator Tshwane University of Technology I participated in a program called Top Motlhabane, which aimed to cultivate responsibility and discipline in young people. As a result of my efforts, I earned a certificate recognizing me as a top junior.
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EXPERIENCE

Private Tutor -2022
Results-driven Private Tutor specializing in Math, Web Development, PPA, PPB, OOP, and AOP. Offering customized learning experiences with patient guidance, adaptive teaching, and constructive feedback.

University Projects (Web Design) -2023
Developed a responsive website using HTML, CSS, and JavaScript focusing on compatibility, user engagement and clean coding practices

University Projects(GUI) -2024
-Designed and developed graphical user interfaces for desktop applications using Java Swing and GUI Frames
-Tested and debugged GUI applications to ensure compatibility and functionality

Web Application Development (2025)
- Developed web applications using various frameworks, including:
- Gained experience in designing and implementing web applications using different technologies

Sepedi
Zulu

TECHNICAL SUPPORT SPECIALIST (ZTE- South Africa Corporation) May 2025 - present

Key Responsibilities :
Infrastructure Monitoring Support

Assisted in monitoring critical Data Centre infrastructure (power, HVAC, cooling, generators) using tools such as UFM and BMS.

Learned to identify, log, and report anomalies to senior technical staff.

Incident Response Assistance

Supported first-line response to infrastructure alerts by documenting issues and escalating them to senior engineers.

Gained practical exposure to downtime mitigation and fault-handling procedures.

Process Automation Learning

Contributed to automation initiatives by helping develop Power BI and Excel (Power Query/VBA) templates for preventive maintenance tracking.

Improved workflow efficiency and data accuracy for the technical team.

Documentation & Reporting

Maintained up-to-date logs of incidents, alerts, and maintenance activities.

Assisted in generating performance reports to support trend analysis and decision-making.

Compliance & Safety Awareness

Participated in safety audits and disaster recovery drills.

Developed a strong understanding of data centre safety protocols, compliance requirements, and operational standards.

Team Collaboration

Worked closely with NOC engineers, technicians, and external vendors.

Shadowed technical teams to learn fault resolution procedures, maintenance workflows, and best practices.

Process Improvement Initiatives

Supported the identification of workflow inefficiencies and proposed minor improvements under supervision.

Contributed to enhancing team productivity and operational reliability.