



Thandiwe Shongwe

Software Engineer

Performance driven and knowledgeable professional with over 4 years of Technical Support experience in large corporations. Excels at maintaining customer satisfaction using exceptional communication skills and eager to share technical know-how on software and computer hardware. Effective team player with a proactive approach and great work ethic.

Contact

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Address

No:17 Nyonyane Rd,
Ezulwini H106

Education

2011-2014

**BSc in Software Engineering
with Multimedia**

Limkokwing University Malaysia

2009

National Senior Certificate

Enjabulweni Independent School

Skills

- Desktop support
- Software & Hardware troubleshooting Win/Mac systems
- Customer Service expert
- Excellent verbal & written communication skills
- CRM systems like Salesforce & Oracle
- Software updates & upgrades
- Data entry

Language

English

Siswati

Experience

○ 2021-current

iTalki | Hong Kong

Online ESI Teacher

- Provides guidance and instructions on the fundamentals of the English Language.
- Creates a positive learning environment and encourages students to reach their learning goals.
- Preparation of course materials for discussions and grammar review.
- Creates individualized plans for students with special requirements and keeps track of each student's progress.

○ 2020-2021

Eswatini Parliament | Lobamba

IT Technical Support Consultant & Committee Clerk Intern

- Translated complex technical issues into digestible language for non-technical users.
- Provided assistance to members of parliament and staff, in identifying issues and provided solutions to restore service and functionality.
- Resolved diverse range of technical issues across multiple systems and applications for end-users.

○ 2015 - 2019

Lenovo Malaysia | Kuala Lumpur

Executive Technical Support

- Provided technical support assistance to requests from end-users via phone, email and desktop chat, guided them through basic troubleshooting steps to resolve issues reported.
- Diagnosed system software and hardware, and recommended suitable modifications to reduce slow performance and improve system speed.
- Extended analysis to assist the technology team efforts to escalate and resolve issues.
- Consistently provided excellent service by understanding the end-user's needs and providing logical solutions.

Reference

Mr. Mpendulo Ngcamphalala

Principal Committee Clerk, Eswatini Parliament

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Mr. Hariharan Thirai Rajah

Technical Support Manager, Lenovo Malaysia

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