Sandile Dhlamini

Software Developer

Software Developer with a National Diploma in IT (Software Development) and hands-on experience across application development and technical support. I work with Java, Python, JavaScript, React, HTML, CSS, and MySQL, and I'm comfortable building APIs, debugging complex issues, and delivering features that work in the real world. Right now, I'm gaining valuable exposure to enterprise-scale systems and learning how to turn business needs into solid, reliable code. I'm looking for opportunities where I can contribute meaningfully while continuing to grow across the full development lifecycle, from writing and testing code to shipping it to production.

WORK EXPERIENCE

Junior Technical Consultant
EPI-USE Africa

Jan 2026 - Present
Pretoria, Gauteng

- Following a milestone-based SAP learning path covering **ABAP**, **Fiori**, **CPI**, and **HANA**, building capability across development, integration, and data concepts.
- Practicing requirements-to-solution thinking by breaking business requests into **functional understanding, technical approach, and implementation steps**.
- Building delivery readiness for **client-facing work**, including implementation support and post-go-live troubleshooting.

Java Developer Trainee
Mecer Inter-Ed

May 2025 - Oct 2025
Midrand, Gauteng

- Completed an intensive Java training program focused on **maintainable code**, **clean structure**, and **tests that catch real defects**.
- Built a **Budget Planner** with an embedded AI agent using **RAG**, deployed on **DigitalOcean**, to deliver spending insights and financial tips.
- Integrated external APIs and validated outputs with testing to support **real-world usage** and reduce failure cases.
- Used Git with branching, merges, and code reviews, plus pair programming and TDD to catch issues earlier in the lifecycle.
- Used Docker to standardize dev environments and reduce "works on my machine" problems during collaboration.

Seasonal L1 Software Support Analyst
Construct Education

Dec 2024 - Jan 2025
Remote, South Africa

- Delivered first-line support for the **Canvas LMS** during peak academic periods, managing tickets in **Jira** and keeping turnaround times tight.
- Reduced ticket resolution time by **30%** by quickly isolating root causes across login errors, navigation issues, and course access failures.
- Maintained a **95% resolution rate** by resolving common issues end-to-end and escalating complex cases with clear reproduction steps.
- Built Confluence guides and FAQs based on recurring issues to reduce repeat tickets and improve self-service.

Junior IT Specialist
Goldstein Immigration Lawyers

Mar 2024 - Aug 2024
Remote, Los Angeles, USA

- Provided remote first-line IT support for staff by troubleshooting software and device issues using helpdesk workflows and remote desktop tools.
- Set up and configured **Zapier**, **Make.com**, **Airtable**, and **Formstack** automations to reduce repetitive admin work and improve internal workflows.
- Produced internal IT documentation covering setups, troubleshooting steps, and common fixes so the team could resolve issues faster without escalation.

Information Technology Intern
TCM

Nov 2022 - Oct 2023
Bloemfontein, Free State, South Africa

- Maintained and troubleshot printers, desktops, servers, and mobile devices using diagnostic tools and structured troubleshooting, including internal network support and boardroom technical setups for executives.
- Managed 500+ mobile devices using remote tools and MDM processes, while meeting SLA targets through consistent ticket follow-up and resolving most issues within 24 hours (escalating when needed).

EDUCATION

National Diploma in IT (Software Development)   *Jan 2018 – Feb 2022*

Tshwane University of Technology

National Senior Certificate   *Jan 2012 – Nov 2016*

Ntsu Secondary School

CORE SKILLS

- **Programming Languages:** Java, Python, JavaScript, MySQL

- **Web Development:** React, HTML, CSS

- **Software Development:** API integration and development, debugging, testing fundamentals, Git

- **AI Tools:** Cursor, ChatGPT, Claude

- **DevOps / Workflow:** Docker, DevOps principles

- **Enterprise Exposure:** SAP ABAP, Fiori development, Cloud Platform Integration (CPI), HANA

- **IT Support & Security:** Windows OS, Active Directory, Linux, Firewalls, Remote Desktop, VPN configuration, network troubleshooting, printer and hardware maintenance

- **Tools:** Jira, Confluence, Zapier, Make.com, Airtable, Formstack

- **Soft Skills:** Adaptability, time management, problem solving, communication, research, critical thinking, emotional intelligence