

Sandile Dhlamini

Junior Software Developer

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Randburg, Gauteng, 2161, South Africa

I am a Junior Software Developer with a National Diploma in IT (Software Development) and a solid background in technical support. I have built applications using Java, Python, React, HTML, and CSS, and created process automations with tools like Zapier and Make.com to streamline workflows. Alongside development, I have practical experience maintaining and troubleshooting IT systems, managing Windows and Linux environments, and supporting users in fast-paced settings. Currently, I am expanding my skills through intensive training in Java, web development, and DevOps, working on projects that follow structured development workflows. My mix of development expertise and support experience enables me to deliver solutions that are both functional and reliable.

Work Experience

Software Development Intern (Training Program)

May 2025 - Present

Mecer Inter-Ed | Midrand, Gauteng, South Africa

- Participating in a 19-week, full-time Java Developer Program focused on building a strong foundation in programming
- Creating small-scale applications using HTML5, CSS3, JavaScript, Java Fundamentals, Advanced Java, and Java Enterprise
- Practicing coding techniques, debugging, and version control in a collaborative learning environment
- Gaining exposure to DevOps fundamentals and structured development workflows

Seasonal L1 Software Support Analyst

Dec 2024 - Jan 2025

Construct Education | City of Cape Town, Western Cape, South Africa

- Provided first-line technical support for the Canvas LMS during peak academic periods
- Troubleshoot and resolved user issues, including login errors, navigation challenges, and course content accessibility
- Guided instructors and students on Canvas features through clear, step-by-step communication
- Documented common issues and contributed to user guides and FAQs for self-service support
- Collaborated with support and development teams to escalate and resolve complex cases

Junior IT Specialist

Mar 2024 - Aug 2024

Goldstein Immigration Lawyers | Los Angeles, California, United States

- Provided first-level technical support for staff, troubleshooting software and laptop-related issues
- Assisted remote employees with diagnosing and resolving technical problems
- Supported setup, configuration, and maintenance of tools including Make.com, Zapier.com, Airtable, and Formstack
- Created and updated documentation for IT processes, configurations, and troubleshooting guides
- Collaborated with the IT team on complex issues and participated in IT-related projects
- Delivered basic training to staff on software applications and best practices

Information Technology Intern

Nov 2022 - Oct 2023

TCM - Technology Corporate Management | Bloemfontein, Free State, South Africa

- Provided on-site and remote desktop support to clients, including banks, insurance companies, retail stores, and hospitals
- Repaired and maintained printers, desktops, servers, and mobile computing devices
- Assisted executive staff with internal network issues, boardroom tech support, and mobile device challenges
- Followed up on support tickets to ensure timely resolution and customer satisfaction
- Worked closely with a mentor field engineer to develop hands-on technical skills
- Supported service delivery by maintaining SLAs and ensuring high-quality customer service

Core Skills

Soft Skills: Adaptability, Time Management, Problem Solving, Communication, Research, Critical Thinking, Emotional Intelligence

Programming Languages: Java, MySQL, JavaScript, Python

Web Development: HTML, CSS, and ReactJS

Software Development: API integration and development

DevOps: DevOps Principles

IT Support and Security: Windows OS, Active Directory, Linux, Firewalls, Remote Desktop, VPN configuration, Network troubleshooting, Printer & hardware maintenance

Education

Tshwane University of Technology	Feb 2018 - Feb 2022
National Diploma Information Technology : Software Development	
Ntsu Secondary School	Jan 2012 - Dec 2016
National Senior Certificate	