

# Nkosana Khumalo

Web Maintenance & Development

Prestbury, Pietermaritzburg | 0620461244 | [nkosijjr@gmail.com](mailto:nkosijjr@gmail.com)

LinkedIn: <https://www.linkedin.com/in/nkosana-khumalo-474701270/>

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Dynamic and self-motivated Information Technology professional with three years of hands-on experience in industry settings. Graduated with a strong foundation in Information Technology and a keen focus on web maintenance and development. Proficient in various programming languages and adept at navigating intricate processes. Experienced in both backend and frontend development, committed to delivering high-quality solutions. Eager to leverage my expertise to drive innovation and contribute to the success of forward-thinking organizations.

## SKILLS AND COMPETENCIES

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### Industry Knowledge

- WordPress
- IT desk support
- HTML/CSS
- SQL
- Agile web development
- Python
- Laravel
- php
- Vue.js
- node.js
- API's
- Tailwind CSS

### Hard Skills

- Microsoft Office
- Adobe Acrobat
- Spreadsheets
- Data analysis
- Power Automate
- Data Quality Control
- Responsive design
- Online marketing
- UI/UX design
- Photoshop

### Soft Skills

- Analytic Thinking
- Leadership
- Communication
- Adaptability
- Project Management
- Patience
- Acquiring references

## WORK EXPERIENCE

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Avalon test equipment

### Website Analyst

*Feb 2024- present*

- Uploaded and optimized product images for enhanced visual appeal and fast loading times, contributing to an engaging user experience.
- Updated product listings, descriptions, prices, and availability regularly to maintain accurate and current inventory on the website.
- Ensured content accuracy by verifying product specifications, features, and benefits, and organized products logically for easy customer navigation.
- Implemented on-page SEO strategies to enhance product visibility in search engine results, driving organic traffic to the website.

- Collaborated with UX/UI team to improve user experience through intuitive navigation and responsive design, resulting in increased customer satisfaction.
- Monitored and updated product availability and stock levels to prevent out-of-stock situations, coordinating closely with the inventory management team.
- Conducted regular quality assurance checks to identify and rectify broken links, formatting issues, and other website errors, ensuring data integrity and a seamless user experience.
- Worked closely with marketing, sales, and IT teams to align website strategies with overarching business goals, facilitating effective communication and teamwork.
- Acted on customer feedback to improve website functionality and product information, incorporating suggestions for continuous enhancement.

## Africa Media Online

### **IT Web Maintenance**

*Oct 2021- Aug 2023*

- Discussing project progress with customers, collecting feedback on different stages and directly addressed concerns.
- Liaising with rebranding experts to optimize websites for increased conversion rates.
- Contributing ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements.
- Consulting with engineering team members to determine system loads and develop improvement plans.
- Using JavaScript, SQL and HTML to develop app- solutions.
- Setting up a customer ticketing system to improve the company's interaction with customers such as Maritzburg College, Hilton College, The Wykeham Collegiate, St Anne's Diocesan School for Girls, St John's College, Cordwalles, Michaelhouse and Eric Miller thus resulting in queries being solved efficiently and at a low cost.
- Working on projects such as The Prince Mangosuthu Buthelezi project ,The Jennifer Gough-Cooper project and The South African Institute of Race Relations Project.
- Making use of systems such as Asana, Slack, Zoho, Cliq, Zoho Books, Zoho Desk, Zoho Learn and Zoho Projects.

## IIE Rosebank College

### **Brand Marketing**

*Jan 2023- Mar 2023*

- Analyzing brand positioning and consumer insights.
- Leading creative development projects to motivate consumers to acquire our services.

## EDUCATION

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### **Bachelor of Information Technology**

IIE Rosebank College

2022

### **Matric (Grade 12)**

Maritzburg College

2019

## ACHIEVEMENTS

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- Hockey Captain | 2019
- Soccer Team Captain | 2019
- Project Leader for Work-Based Learning | 2021

## REFERENCES

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Name: Mr. Bandile Sizani

Relationship: Africa Media Online | Operations Manager

Contact Details: 079 585 0429 | [bandile@africamediaonline.com](mailto:bandile@africamediaonline.com)

Name: Mrs. Fiona Bell

Relationship: Africa Media Online | Colleague

Contact Details: 072 272 6824 | [fiona@africamediaonline.com](mailto:fiona@africamediaonline.com)

Name: Mr. Steven Ntsikithi

Relationship: Africa Media Online | Colleague

Contact Details: 079 764 4448 | [steven@africamediaonline.com](mailto:steven@africamediaonline.com)