

NYONI NKOSINGIMELE

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Professional Summary

Results-driven IT Specialist with over five years of experience in system administration, technical support, and network management. Proficient in troubleshooting hardware and software issues, managing user accounts, and maintaining operating systems, particularly Windows and Server Management. Strong understanding of networking protocols and security practices, committed to optimizing IT infrastructure and ensuring data integrity. Adept at collaborating in team environments, providing training, and supporting users of varying technical backgrounds while delivering effective solutions under tight deadlines.

Professional Experience

FMT Agency – Mbabane, Hhohho

Full Stack Developer (Dec 2023 – Feb 2025)

- Created and deployed web applications for diverse clients, increasing project completion speed by 27%.
- Designed responsive websites with interactive features, boosting user engagement by 40% and client satisfaction by 25%.
- Established enhanced security measures, reducing spam submissions by 90%.
- Managed cloud hosting services, improving performance and reducing hosting costs by 20% while achieving 99.9% uptime.
- Collaborated with cross-functional teams to deliver digital solutions, resulting in a 15% increase in project success rates and client renewals.

QVI CAPITAL - Sidvokodvo, Manzini

Freelance Web Developer (Nov 2024 – Jan 2025)

- Developed a responsive website and CMS using PHP Laravel, improving accessibility ratings by 19%.
- Collaborated with the client to gather requirements, resulting in a 20% increase in client satisfaction.
- Hosted the website on a cloud platform, achieving 99.9% uptime and optimizing performance by 40%.
- Piloted testing and fault-resolution, resolving 95% of issues pre-launch, ensuring system performance and security compliance.

FIRST-CLASS EDITING – Sidvokodvo, Manzini

Freelance Web Developer (May 2024 - July 2024)

- Built a comprehensive website for First-Class Editing, improving user interface and navigation, leading to a 20% increase in retention.
- Developed a custom word calculator application using PHP and Laravel, enhancing user engagement by 33%.
- Applied web best practices, reducing user complaints by 40% through improved responsive design.
- Consulted with clients to clarify project objectives, achieving a 50% faster delivery time and higher satisfaction.
- Conducted extensive testing, resulting in a 95% decrease in critical errors and a 30% improvement in site speed.

ESJ Software Limited, Mbabane, Hhohho

System Supporter (Sept 2021 – May 2023)

- Produced software frameworks, reducing processing time by 2 hours per task and boosting productivity by 25%.
- Streamlined coding with libraries, cutting coding time by 25% and accelerating project delivery by 4 weeks.
- Provided technical support with a 95% first-call resolution rate, reducing downtime by 25%.
- Worked alongside development teams to enhance system capabilities, increasing user satisfaction by 15%.
- Led workshops that improved software utilization by 30% and facilitated automated systems adoption.

Thokoza Anglican Conference Centre, Mbabane, Hhohho

Full Stack Developer & System Supporter (May 2019 – Aug 2021)

- Crafted an online booking system and payment gateways, increasing bookings by 30% and reducing payment processing times by 20%.
- Integrated software components and third-party programs, enhancing user satisfaction by 15 points.
- Troubleshoot and debugged software, leading to a 40% reduction in user-reported issues.

NH Management Training Institute, Mbabane, Hhohho

Intern, System Developer (Jan 2019 – May 2019)

- Teamed up with Senior Software Engineers to craft custom software applications, which bring forth a 11% growth in consumer revenue.
- Wrote maintainable code for various projects, reducing future modification time by 30%.
- Generated reports with SQL Server Reporting Services, improving decision-making and cutting report generation time by 25%.

Mananga Country Club, Tjaneni, Lubombo

Yard Cleaner (Nov 2015 – Aug 2016)

- Improved safety and hygiene in outdoor areas, resulting in a 50% decrease in workplace safety incidents.
- Operated forklifts and sweepers, achieving a 30% reduction in cleaning time.
- Kept the environment clean by removing trash, improving cleanliness ratings by 25%.
- Maintained lawn and walkways, enhancing property appearance and increasing tenant satisfaction by 15%.

Education	Skills
<p>Bachelor of Science in Information Technology Limkokwing University of Creative Technology Mbabane, Eswatini <i>Current Enrolled</i></p> <p>Associate Degree in Information Technology Limkokwing University of Creative Technology Mbabane, Eswatini <i>2019</i></p> <p>Cambridge IGCSE, Junior Certificate Malibeni High School Mananga, Eswatini <i>2014, 2012</i></p> <p>Certificate of Participation (Code for Care Hackathon) Royal Science and Technology Park Phocweni, Eswatini <i>2024 (Achievement)</i></p>	<ul style="list-style-type: none">• Programming Languages: PHP Laravel, Kotlin, Flutter, Java, Python, C++, C#• Web Technologies: HTML, CSS, Bootstrap, WordPress, React, Node.js• Cloud Services: AWS, Azure, Google Cloud Platform (GCP)• DevOps Tools: Docker, Jenkins, GIT• Databases: MySQL, PostgreSQL, MongoDB• Operating Systems: Linux, Windows, macOS• Agile Methodologies: Scrum, Kanban• Project Management Tools: JIRA, Trello, Asana

References

1. **Mr. Mphumelelo Mdluli**
Agriculture & Engineering Manager, Royal Eswatini Sugar Corporation
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2. **Mr. Thulani Zitha**
Lecturer, Good Shepherd College
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3. **Mrs. Punky Mhlongo**
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