

SELLO MPYANA

IT Graduate

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PROFILE

Newly qualified Information Technology graduate (Diploma, Richfield Institute of Technology) with a certified foundation in software testing and practical exposure to systems support, networking, and troubleshooting. Comfortable diagnosing issues, documenting defects clearly, and following structured processes (Agile/Scrum). Quick learner seeking an entry-level IT role — technical support, software testing/QA, junior development, or systems administration — to apply technical fundamentals within a professional delivery environment.

CORE SKILLS

- **IT Support & Troubleshooting:** hardware and software fault diagnosis, ticket resolution, end-user support
- **Operating Systems & Networks:** Windows OS installation/configuration, basic networking (TCP/IP, LAN/Wi-Fi setup), printer and peripheral setup
- **Software Testing:** manual testing, regression testing, UAT support, test case design, defect lifecycle management, API testing (Postman)
- **Development:** Java, JavaScript, C#, VB.NET, HTML, CSS
- **Databases:** MySQL, SQL queries, data validation
- **Tools:** JIRA, TestRail, Postman, Git, Visual Studio, Microsoft Office 365
- **Methodologies:** Agile/Scrum, SDLC, structured documentation and reporting
- **Soft Skills:** clear technical communication, problem-solving, attention to detail, works independently and in a team

RELEVANT PROJECTS & PRACTICAL EXPERIENCE

Academic IT & Testing Projects — Richfield Institute of Technology | 2022-2024

- Performed manual and regression testing on a multi-module web application; designed 60+ test cases and triaged 25 defects, reducing retest cycle time by 20% through improved defect documentation.
- Conducted user acceptance testing (UAT) and logged defects using structured defect lifecycle management practices.
- Used Postman to test and validate API endpoints, and ran SQL queries to verify data integrity, as part of application quality checks.
- Set up and configured lab workstations and basic network connections for coursework and practical assessments.
- Developed software components in Java and JavaScript following SDLC best practices, using Git and Agile-aligned sprint workflows.
- Gathered and documented system requirements from stakeholders, producing technical specifications and process flows.
- Collaborated in Agile/Scrum team settings to plan, execute, and report on testing and support tasks.

EDUCATION

Diploma in Information Technology, Richfield Institute of Technology | Jan 2021 - May 2024

Coursework: Software Testing & QA, SDLC, Software Development, Computer Networks, Operating Systems & Hardware, Information Systems & Business Analysis, IT Project Management, IT Service Management

Software Testing Certificate, Alison | August 2024

Covered manual testing, regression testing, defect lifecycle management, and Agile/Scrum practices.

ADDITIONAL INFORMATION

- Available immediately for a permanent or contract entry-level position.
- Comfortable working on-site/ hybrid/ remote and adapting quickly to new tools, systems, and support processes.
- References available on request.