

AYANDA MPILENHLE ZIKODE

✉ ayandazikode599@gmail.com

☎ 0631369331

📍 14 Buckingham street, Parkgate Ott
awa, Verulam 4339

✈ SKILLS

Strong communication

Team work and able to work
independently

Provicient in all types of Microsoft

Ability to work under pressure

Customer service oriented



OBJECTIVE

I am a young, competent person with a solid foundation in customer service and administration. I graduated from Durban University of Technology with a Diploma in ICT business analysis. I am a competent young person who is constantly eager to pick up useful skills to complete any task assigned fully and effectively



EXPERIENCE

Intern

August 2022 - October 2022

Sihlanzi boutique

[Durban commercial city building, 5th floor, Room 520A]

Worked on a school project. Analysed Sihlanzi boutique business challenges and created an online shopping website and recommend an appropriate management information systems solutions for the organization to grow.

Call center agent

May 2023 - July 2023

Erase Debt SA

[250 Mhlanga Rocks Drive, The square]

Assisting clients in reclaiming their good name by removing prescribed debts and debt review removal. Helping customers with their finances and increasing their credit score.

Sales agent

Sept 2023 - Present

Telkom TDS

[Ballito Junction Mall]

Providing best customer services as per Telkom's policies and procedures for all the customers that comes instore and over the call. Ensuring that sales target is completed for the month and understanding customer's needs. Maintaining a good relationship with customers by going an extra mile for them. Helping customers sending their devices for repairs and keep them updated.



EDUCATION

Ndlangamandla high school

2018

Matric

Durban University of Technology

2022

Diploma in ICT business analysis



REFERENCE

Mr Jonah Pydiah - Telkom

Store manager

Pydiahj@telkom.co.za

0845142761

Mr Sihlanzi - Sihlanzi boutique

Owner of the company

0817309101

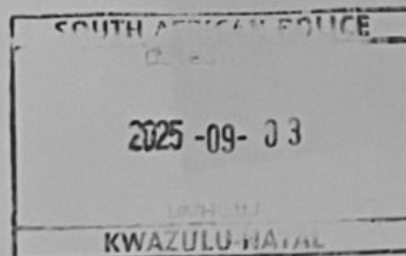
Trevoun - Erase Debt

Store manager

0672830436



DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE



This is to certify that the

Diploma in
INFORMATION & COMMUNICATIONS
TECHNOLOGY in BUSINESS ANALYSIS

was awarded to

AYANDA MPILENHLE ZIKODE

(0106100566087)

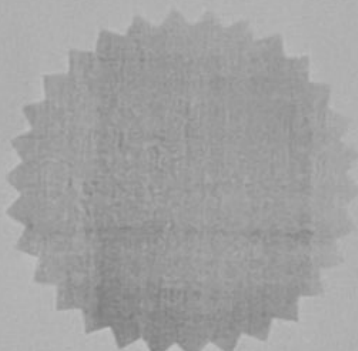
with effect from

14 December 2022

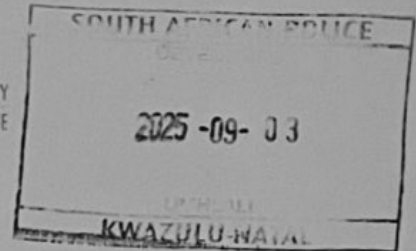
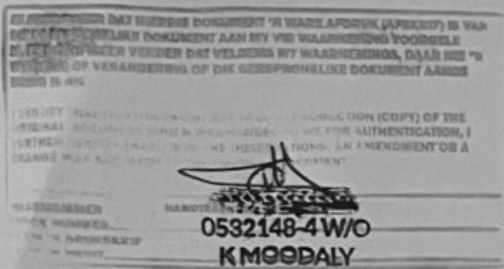
at a congregation of the University

Prof Thandwa Z Mthembu
Vice-Chancellor and Principal

Dr. M J Nkomoane
Registrar



No:10027VZ



STATEMENT OF EXAMINATION RESULTS

AYANDA MPILENHLE ZIKODE

0106100566087

DIPLOMA IN INFORMATION & COMMUNICATIONS TECHNOLOGY IN BUSINESS ANALYSIS

which is issued under Certificate No.
10027VZ

with effect from
14 December 2022

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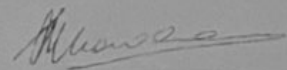
BUSINESS INFORMATION SYSTEMS IIIA
BUSINESS INFORMATION SYSTEMS IIIB
COMPUTER APPLICATIONS IN BUSINESS AND FINANCE II
CORNERSTONE 101
ENTREPRENEURIAL SPIRIT
FINANCIAL ACCOUNTING I
FUNDAMENTALS OF COMPUTER SECURITY
INFORMATION AND COMMUNICATION LITERACY AND SKILLS
INFORMATION MANAGEMENT IIA
INFORMATION MANAGEMENT IIB
IT PROJECT MANAGEMENT
LAW FOR LIFE
ME, MY WORLD, MY UNIVERSE
THEORY OF ICT PROFESSIONAL PRACTICE III
THEORY OF INTERNAL AUDITING II

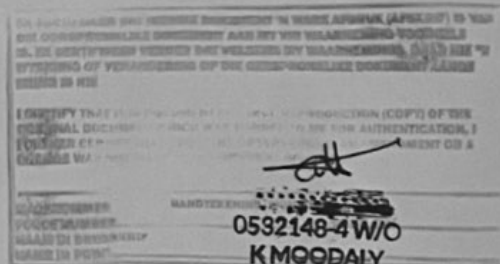
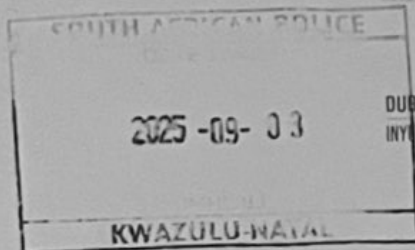
59%	Pass
59%	Pass
73%	Pass
82%	Pass Distinction
61%	Pass
90%	Pass Distinction
61%	Pass
71%	Pass
71%	Pass
85%	Pass Distinction
90%	Pass Distinction
77%	Pass Distinction
73%	Pass
62%	Pass
84%	Pass Distinction

04 May 2023

Date

131971


Dr. M.J. Nkomoane
Registrar



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71%	Pass
85%	Pass Distinction
90%	Pass Distinction
77%	Pass Distinction
73%	Pass
62%	Pass
84%	Pass Distinction

04 May 2023

Date

131971

Dr. M J Nkomoane
Registrar

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This certificate is issued under the authority of the Durban University of Technology Council in terms of the Higher Education Act 1997 (Act No. 101 of 1997)

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REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Surname
ZIKODE
Name
AYANDA MPILENHLE
Sex
F
Nationality
RSA
Identity Number
0106100566087
Date of Birth
10 JUN 2001
Country of Birth
RSA
Status
CITIZEN



Signature

[Signature]

SOUTH AFRICAN POLICE

2025-09-03

KWAZULU-NATAL

IKOERTIFIEERD DAT HIERDIE DOKUMENT 'N WAAR AFKOM (AFKOP) IS VAN
DIE OORSPRONKELIKE DOKUMENT AAN MY VIR VERLIGTING VOORDEEL
IN DIE OORSPRONKELIKE DOKUMENT AAN MY VIR VERLIGTING VOORDEEL
WAT VERBODEN OF VERANDERING OF DIE OORSPRONKELIKE DOKUMENT LAAT
BRONNEN HEE

I CERTIFY THAT THIS DOCUMENT IS A TRUE REPRODUCTION (COPY) OF THE
ORIGINAL DOCUMENT WHICH WAS HANDLED TO ME FOR AUTHENTICATION. I
FURTHER CERTIFY THAT I HAVE NOT MADE ANY AMENDMENT OR A
CHANGE HAS BEEN MADE TO THE DOCUMENT

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