

VIVEK MAHARAJ

Student, Developer, I.T Support Specialist

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LinkedIn: <https://www.linkedin.com/in/vivek-maharaj-604a4922> | **Driver's License:** B (8) |
Location: Durban /Pietermaritzburg, Kwa-Zulu Natal

EXPERIENCE

Customer Support Specialist | SimplePay

09/2024 – Present | Gauteng (Remote)

- Gained full proficiency in the SimplePay payroll system, enabling efficient and accurate customer support.
- Achieved a high customer satisfaction rate, contributing to positive client feedback and retention.
- Applied comprehensive knowledge of payroll concepts, BCEA, and accounting principles to provide accurate support and maintain compliance.
- Responded to customer inquiries through email, directly resolving issues and maintaining a high response accuracy rate.
- Effectively troubleshoot issues on both web and mobile platforms, minimizing downtime and enhancing the user experience.
- Worked remotely with teams using Slack, Confluence, Google Suite, and Freshdesk to ensure seamless communication and workflow.
- Leveraged knowledge of Xero and e@syFile to enhance customer assistance with payroll integrations and compliance.
- Identified and closed potential sales opportunities during support interactions, contributing to overall sales growth.
- Actively expanded expertise in customer support processes, platform navigation, and legislation, ensuring ongoing professional growth and updated knowledge.

Intern | CodeAlpha

07/2024 - 08/2024 | Lucknow (Remote)

- Engineered several projects in AI, Mobile App Development, and Cybersecurity. These can be found on my [LinkedIn](#)

Intern | GAO Tek (GAO RFID Inc.)

02/2024 - 06/2024 | New York (Remote)

- Provided comprehensive technical support to clients, resolving issues efficiently and ensuring elevated levels of customer satisfaction.
- Collaborated with international stakeholders to streamline support processes and enhance communication across different time zones and cultures.
- Leveraged AI technologies to enhance product documentation, develop optimized AI prompts, and generate high-quality content for support materials.
- Participated in AI-related discussions and research to stay informed about industry trends and innovations in tech support.
- Contributed to the creation of training materials and the integration of AI-powered solutions into tech support operations.

OBJECTIVE

Passionately seeking a role where I can integrate my diverse expertise as a dedicated student, proficient freelance developer, and adept IT support specialist. With a strong focus on networking, I am eager to contribute to a dynamic team or organization, utilizing my technical skills, problem-solving abilities, and collaborative mindset to innovate and deliver exceptional solutions in the ever-evolving technology field.

EDUCATION

B.Sc. Information Technology | Richfield Graduate Institute of Technology

01/2023 - Present

Modules: Data Science, Information Systems, Mathematics, Networking, Python, Web Technology, C++, Database Systems, Computer Architecture, Cloud Computing, Server Technology, Big Data & IoT, and Machine Learning.

National Senior Certificate | Kharina Secondary School

01/2017 | 01/2021

Subjects: Afrikaans, English, Geography, Life Orientation, Life Sciences, Mathematics, Physical Science

SKILLS

- **Programming & Web Development**
Proficient in various programming languages and web development frameworks.
- **IT Support & Troubleshooting**
Expertise in providing IT support, troubleshooting, and resolving technical issues.
- **Database Management & SQL**
Skilled in database systems and SQL for data management.
- **Leadership & Event Coordination**
Strong leadership abilities with experience in organizing and managing events.
- **Teaching & Training**
Capable of instructing and training individuals and groups.

PROJECTS

- Portfolio Website
- To-Do List
- Roman Numeral-Decimal Converter
- Decimal-Binary-Hexadecimal Converter
- Palindrome Checker
- Hand Gesture Recognition App
- File Encryption/Decryption System
- Voice Activated Virtual Assistant

*More can be viewed on my [LinkedIn](#) and [GitHub](#) profile

- Prepared regular reports on key SEO metrics, providing actionable recommendations for improving online visibility and performance.

Intern | Cyberfox

01/2024 - 03/2024 | Pietermaritzburg (On-Site)

- Conducted thorough testing of applications and web development projects to ensure high quality and functionality.
- Acquired foundational knowledge of SQL, Node.js, and TypeScript, using this understanding to enhance testing procedures and effectively communicate with the development team.

Consultant | Richfield Graduate Institute of Technology

10/2023 – 09/2024 | Durban (On-Site)

- Assisted with cable installations and setting up a LAN network for 100 computers, ensuring seamless connectivity and minimal downtime.
- Served as a guest lecturer, delivering engaging and informative sessions on relevant topics.
- Provided tutoring services, helping students understand complex concepts and improve their technical skills.
- Coordinated virtual events, managing logistics and ensuring smooth execution.

TRAINING / COURSES

Amazon Web Service (AWS)

- Cloud Foundations
- Cloud Security Foundations
- Data Centre Technician
- Engineering Operations Technician
- Introduction to Blockchain
- Machine Learning Foundations

Cisco

- Introduction to Cybersecurity
- Introduction to IoT
- Networking Essentials
- Ethical Hacker

CompTIA

- A+ Cert Prep + Practice Exam
- N+ Cert Prep

Google

- Ads Search
- Analytics

Miscellaneous

- Ethical Hacking and Penetration Testing +
- Harvard Introduction to Computer Science (CS50)
- Introduction to Cybersecurity
- Introduction to VMware
- Network Security
- Networking Foundations

*More can be viewed on my [LinkedIn](#)

ENGLISH PROFICIENCY

- EF SET: 78/100
- CEFR: C2
- <https://cert.efset.org/E8tU32>
improving online visibility and performance.

ACHIEVEMENTS

- Golden Key International Honour Society Member
- SRC Vice President
- DUX Awardee
- Top Achiever Award

VOLUNTEER WORK

- Peer Promoter | SANBS
- Food Server | M.L Sultan Frail Care Centre
- Animal Care Associate | SPCA