

VIVEK MAHARAJ

I.T Specialist

📞 +27 815 382 785

✉ vivekmaharaj41@gmail.com

🌐 www.vivekmaharaj.co.za

🏠 Durban / Pietermaritzburg,
Kwa-Zulu Natal

Experience

Software Escalations Specialist (L3)

Orange Thunder Technologies t/a SimplePay
2025 - Present

- Handling advanced escalations involving API queries, exception management, and troubleshooting data integration issues.
- Creating and managing TARs to monitor, document, and resolve complex software exceptions effectively.
- Collaborating with development teams to resolve persistent bugs, improve escalation workflows, and streamline customer support processes.
- Developing and implementing API error handling strategies to minimise customer impact and improve system stability.
- Conducting root cause analysis for recurring issues and recommending process improvements to enhance operational efficiency.
- Performed penetration testing based on vulnerability reports using tools such as Burp Suite, assisting in identifying and validating security weaknesses.
- Utilised Postman extensively for API testing, query validation, and integration troubleshooting.
- Applied knowledge of REST APIs and SaaS environments to deliver effective solutions across diverse customer use cases.

Customer Support Specialist (L1)

Orange Thunder Technologies t/a SimplePay
2024 - 2025

- Achieved a high customer satisfaction rate through effective support.
- Applying in-depth knowledge of legislation, accounting principles, and payroll systems.
- Basic proficiency in Xero and e@syFile, enhancing customer service capabilities.
- Converted several warm leads into paying customers, including businesses with 100+ employees.
- Collaborating remotely using tools like Slack, Confluence, Google Suite, and Freshdesk.
- Continuously developing skills in customer support processes and platform navigation.

Intern

CodeAlpha
2024-2024

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

Objective

Results-driven IT graduate with 4 years of experience spanning software development, networking, technical support, and sales. Skilled in diagnosing complex issues, optimising system performance, and delivering client-focused solutions that drive both technical excellence and business growth. Equipped with certifications across cloud computing, cybersecurity, and professional communication, and adept at bridging the gap between technical teams and customers. Seeking to leverage a strong technical and sales foundation to contribute to innovative, high-impact projects within a dynamic organisation.

Education

BSc. Information Technology

Richfield Graduate Institute of Technology
2023-2026

Data Science, Information Systems, Mathematics, Networking, Python, Web Technology, C++, Database Systems, Computer Architecture, Cloud Computing, Server Technology, Big Data & IoT, JAVA, AI, Cybersecurity, Software Engineering, Human Computer Interaction and Machine Learning, Operating Systems and Mobile App Development

National Senior Certificate

Kharina Secondary School
2017-2021

Afrikaans, English, Geography, Life Orientation, Life Sciences, Mathematics and 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.

Network Management & Security

- Skilled in configuring, managing, and securing network systems to ensure

Intern

GAO Tek (GAO RFID Inc.)
2024 - 2024

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

Consultant

Richfield Graduate Institute of Technology
2023 - 2024

- 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.

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

English Proficiency

- EF SET: 78/100
- CEFR: C2
- <https://cert.efset.org/E8tU32>

- optimal performance and data integrity.

Leadership & Event Coordination

- Strong leadership abilities with experience in organising 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

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](#)

Licenses

- Drivers: Code 8 (B)
- Fire fighting level 1
- First aid level 1