

# Andile Ntshangase

## CONTACT

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**Portfolio:**

[Andile Vuyiswa Ntshangase -](#)

[Portfolio](#)

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## PROFESSIONAL EXPERIENCE

### Ignition Group Ltd | 2023

Customer Service

- Assist customers with inquiries and provide accurate information.
- Handle complaints and resolve issues promptly.
- Build positive customer relationships with empathy and professionalism.
- Recommend products/services and support sales when needed.
- Keep records of interactions, orders, and accounts.
- Work with team members and suggest process improvements.

### Unicef | 2023 - 2024

Voluntary

- Supported awareness campaigns on children's rights, health, and education.
  - Assisted in fundraising events and community outreach programs.
  - Helped with administrative tasks, data entry, and event coordination.
  - Engaged youth and encouraged participation in UNICEF initiatives.
  - Contributed to field activities, including distributing supplies and supporting workshops.
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## EDUCATION

### Durban University of Technology | 2025 (Obtained)

Bachelor in B Information & Communication Technology

- Software Developer
- Data Scientist
- Data Analyst

### Matriculant | Completed

Nsikayendlu High School

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## CERTIFICATES

### Full Stack Development (FNB) | 2025

FNB Organisation

### introduction to Cybersecurity | 2024

Cisco

### Microsoft Copilot | 2025

Microsoft Office