

# Phumza Melinda Sotyantya

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**IT Support Associate** and systems development graduate with experience assisting students with online learning systems and providing academic guidance. Recently completed certified AI/ML training on Coursera, gaining practical skills in Python, machine learning, and automation. Passionate about education, technology, and using accessible tech solutions to empower individuals to succeed.

## Experience

MAY 2025– PRESENT

**IT Support Associate | CAPACITI | Gqeberha, Eastern Cape**

- Gained practical experience building Python based models.
- Completed certified online courses in AI/ML through Coursera, enhancing technical problem-solving skills and automation knowledge.

JANUARY 2024– JUNE 2024

**Peer Advisor | Boston City College | East London, Eastern Cape**

- Assisted peers become familiar with online learning platforms, offering one-on-one guidance and troubleshooting assistance.
- Provided free academic support to fellow students assisting with coursework and study strategies.
- Fostered a supporting learning environment, improving digital literacy and academic confidence among students.

## Skills

Interpersonal Skills | Teamwork | English | IsiXhosa | Communication | AI/ML | Computer Literate | Problem-Solving

Time-Management | Java | Python

## Education

2021-2024

**Diploma in Systems Development | Boston City Campus | East London, Eastern Cape**