

Kholosa Lovie Gcwabe

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Objective

Results-driven IT professional with hands-on experience in enterprise service delivery and full-stack development. Proven ability to resolve complex technical incidents within strict SLAs while maintaining strong first-contact resolution rates. Solid foundation in Agile development practices, cloud-ready architectures, and ITIL-aligned service management. Seeking to leverage enterprise support expertise and software engineering background to deliver measurable business impact.

Experience

- **Computacenter** 2025 - Current
Service Desk Analyst (FLA 1)
Supporting Synchrony Bank across India, USA, and Philippines regions
 - Achieved 85% first-contact resolution rate as measured by monthly SLA dashboards by applying ITIL incident management protocols and structured troubleshooting methodologies across ServiceNow ticketing platform
 - Reduced average ticket resolution time by 20% as measured by weekly SLA reports by diagnosing system, application, and network issues using root cause analysis and remote access tools (VPN, Azure AD, O365)
 - Improved knowledge base documentation resulting in 15% faster onboarding for new analysts by creating step-by-step Active Directory, Microsoft 365, and ServiceNow workflow guides
- **WNS Global Services** 2023 - 2025
Lead Associated - ERP Systems
 - Optimized inventory forecasting accuracy by 25% as measured by variance analysis reports by performing large-scale data analysis across ERP platforms and identifying cost-saving patterns
 - Strengthened cross-functional system integration between operations, finance, and data teams by translating business requirements into technical specifications for enterprise applications

Education

- **Walter Sisulu University** 2021 - 2023
Diploma in ICT
Coursework: Software Engineering, Database Design, Web Development, System Integration
- **McGregor Waldorf School** 2014
GRADE 12 NSC
Bachelor s Admission

Skills

- Languages: Java, JavaScript, HTML5, CSS3
- Framework & Libraries: React, Spring Boot
- Databases: MySQL, Database Design & Optimization
- Service Management: ServiceNow, ITIL-aligned processes, SLA Management
- Enterprise Systems: Active Directory, Azure AD, Microsoft 365, VPN/Remote Access, ERP Systems

Projects

- **Sasa POS – Full-Stack Restaurant Management System (Prototype)**
Operational prototype designed for Sasa Restaurant, Site C Taxi Rank
Problem Identified:
Observed critical operational inefficiencies at a high-volume township eatery, handwritten paper tickets causing order miscommunication, zero sales accountability per staff member, manual price calculations slowing checkout, and no visibility into popular items or revenue patterns.