

SKHULILE MTSHALI

Telecommunication Application support analyst

WORK EXPERIENCE

Freelance WordPress Developer | 2022 – Present

- Develop and customize responsive WordPress websites for small businesses and organizations.
- Design themes and templates aligned with branding and user experience goals.
- Configure and integrate plugins for SEO, e-commerce (WooCommerce), contact forms, and security.
- Implement content management structures for easy client updates.
- Optimize website speed and ensure cross browser and mobile responsiveness.
- Maintain sites with updates, bug fixes, and hosting management.

First National Bank | 2023 – Present

Telecommunication Application Support Analyst

- Develop internal web dashboards and tools to visualize operational data.
- Automate manual reporting tasks using Shell scripting to improve productivity.
- Ensure system uptime and security across applications and databases.
- Support business teams through technical troubleshooting and data analysis.

KwaZulu-Natal Sport Confederation | Mar 2022 – Dec 2022

Software Engineer Intern

- Built and maintained WordPress and Django-based management systems for multiple KZN districts.
- Designed clean, functional web interfaces and implemented back-end logic with MySQL.

EDUCATION

Bachelor of Information and Communication Technology

Durban University of Technology | 2019–2021

Matric

Cwakeme High School | 2013–2017

CERTIFICATIONS

- Introduction to Service Management with ITIL 4 – Udemy
- Linux Training Course – Udemy
- WordPress Website Development – (self-directed projects and freelance portfolio)

PROFILE

I'm a dedicated and creative WordPress Developer with a background in IT and application support. I specialize in designing, building, and maintaining high performing websites that combine functionality with visual appeal. With hands on experience in customizing themes, developing responsive layouts, and optimizing site performance, I ensure seamless user experiences and fast-loading, secure websites. My technical foundation in **SQL, Shell scripting, and system automation** allows me to approach web projects with a focus on performance, scalability, and clean data management. I've developed and deployed multiple web platforms from business sites to content management systems tailored to client needs. I'm passionate about helping businesses establish their digital presence through professional, user-focused WordPress solutions.

TECHNICAL SKILLS

- WordPress Development & Customization
- HTML, CSS, JavaScript (Front-End Styling and Functionality)
- Plugin Integration (WooCommerce, Elementor, SEO, Security)
- MySQL Database Management
- Shell Scripting & Automation
- Website Deployment & Maintenance (cPanel, FTP, Hosting Setup)
- Performance Optimization & Troubleshooting

LANGUAGES

- English: Native
- Zulu: Advanced

WordPress Developer Role

Dear Hiring Manager,

I am writing to express my interest in the WordPress Developer position. With a strong foundation in information technology and hands on experience developing and maintaining WordPress websites, I bring both technical expertise and creative design sense to every project.

I have successfully built responsive, high performing websites for clients, customizing themes and plugins to meet unique requirements. My work focuses on performance, user experience, and clean functionality from landing pages and e-commerce platforms to corporate websites. My technical background in SQL, Shell scripting, and systems support allows me to handle both frontend and backend tasks efficiently.

Currently, at First National Bank, I automate data workflows and develop web tools that improve system visibility and performance. This experience has enhanced my ability to deliver structured, maintainable, and scalable solutions skills I bring to every website I develop.

I am confident that my combination of creativity, attention to detail, and problem solving ability makes me a great fit for your team. I'm passionate about using WordPress to build modern, user-friendly, and impactful digital experiences.

Thank you for considering my application. I would love the opportunity to discuss how I can contribute to your upcoming web projects.

Warm regards,
Skhulile Mtshali