

Thalente Gift Sithole

thalentesithole1@gmail.com

+27 73 775 6626

Durban, Kwazulu-Natal

Summary

Aspiring AI Software Engineer with a BSc in Computer Science and hands-on experience building AI-integrated applications, automation systems, and data-driven solutions. Completed an AI Engineer Bootcamp, gaining practical experience in Machine Learning, NLP, and Generative AI, with a strong focus on real-world application development. Skilled in Python, JavaScript, SQL, and backend systems, with proven ability to integrate AI into functional products. Passionate about building AI-powered tools that improve user experience and deliver meaningful impact, particularly in wellbeing and human-centered applications.

Links: [Website](#), [Linkedin](#), [Guthub](#).

Experience

Software Engineer Intern

Redefined IT Group • Durban (Remote)

09/2025 - Present

- Designed and optimized **SQL queries and database workflows**, improving data retrieval efficiency across multiple systems
- Developed **backend logic and automation scripts** to support application functionality and reporting pipelines
- Implemented **data validation and quality control processes**, ensuring high data integrity for analytics and downstream systems
- Diagnosed and resolved **performance bottlenecks**, improving system reliability and response times
- Collaborated in an **Agile team environment**, contributing to sprint planning, code reviews, and technical documentation

Robotic Process Automation Developer

Samsung Future Innovation Lab • Cape Town, Western Cape

09/2023 - 06/2024

- Built **end-to-end automation workflows** using Automation Anywhere, Python, and SQL to streamline customer service operations
 - Developed a **data-driven customer service application integrating Generative AI**, automation tools, and databases to handle user queries and service requests
 - Extracted, cleaned, and processed structured datasets to support **AI-powered workflows and reporting systems**
 - Created **interactive Power BI dashboards** to visualize operational performance and automation outcomes
 - Improved process efficiency by automating repetitive tasks and reducing manual intervention
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Skills

- **Languages:** Python, JavaScript, SQL, Java, C#
 - **AI & Data:** Machine Learning Fundamentals, Data Processing, Data Validation, Generative AI
 - **Frameworks & Tools:** Automation Anywhere, UiPath, Selenium, Robot Framework
 - **Databases:** MS SQL Server, MySQL, Azure SQL
 - **Cloud & Platforms:** Microsoft Azure, Power BI, Power Apps, Power Automate
 - **Development:** REST APIs, Backend Development, Agile Methodologies
 - **Version Control:** Git
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Education

BSc Computer Science

University of the Western Cape • Cape Town, Western Cape

07/2023

Relevant Coursework: Software Engineering, Databases, Artificial Intelligence, Machine Learning, Operating Systems, Computer Networking, Modern Algebra, Advanced Calculus

Projects

AI-Powered Customer Service Automation

- **System** Designed and built an application combining **Generative AI, Python, and automation tools**
- Enabled **automated handling of customer queries** and service requests
- Integrated **databases and AI models** to deliver structured, intelligent responses
- Demonstrated practical application of **AI in real-world business workflows**

Driving School SaaS Platform (Full-Stack Application)

- Developed the **backend using ASP.NET and MS SQL Server**, designing scalable APIs to manage students, instructors, bookings, and payments
 - Built and maintained **RESTful APIs** to support seamless communication between frontend and backend systems
 - Integrated a **React + Vite frontend** with backend services, enabling dynamic, real-time user interactions
 - Designed and optimized **relational database schemas**, improving data consistency and query performance
 - Implemented **authentication and data validation**, ensuring secure and reliable user workflows
 - Structured the application to support **scalability and future feature expansion**
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Languages

- English (Fluent)
- Isizulu (Native)