

EDWARD TSHEPO SIBEKO

ICT Systems & Software Specialist

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PROFESSIONAL SUMMARY

ICT graduate with both informal and formal practical experience in software support, system configuration, troubleshooting, testing, and deployment. Uses various AI tools to plan, develop, test, and improve technical solutions in an effective and efficient manner. Familiar with Windows and Linux, networking basics, Git/GitHub, REST APIs, and software projects.

TECHNICAL SKILLS

- **IT & Systems:** Windows, Linux, software installation, system configuration, troubleshooting
- **Project Work:** Documentation, requirements, product development, testing, deployment
- **Software & Tools:** Python, Git/GitHub, VS Code, REST APIs, Render
- **Networking:** TCP/IP, IP addressing, LANs, routers, switches
- **AI Tools:** ChatGPT, Gemini, Claude, DeepSeek, Cursor
- **Productivity:** Microsoft Word, Excel, PowerPoint

PROJECT EXPERIENCE

SBK Labs — AI & Software Innovation | Aug 2025 – Present

Writon — AI-Powered Text Processing Tool

Project Lead / AI-Driven Product Development

GitHub: github.com/sbk-labs/writon

Live: writon-api.onrender.com

- Conceived Writon and developed the idea from concept into a working product
- Worked with various AI tools to refine the concept and technical approach
- Directed planning, feature development, testing, and refinement
- Evaluated AI-generated solutions and decided what to implement
- Used AI tools to overcome technical problems during development
- Worked with Groq and Google Gemini across different AI processing workflows
- Implemented the BYOK approach for user-provided API keys from supported providers
- Oversaw the web interface, REST API, CLI, documentation, and project workflow
- Managed Git/GitHub changes and production deployment through Render
- Currently maintains the project through updates, testing, and troubleshooting

PRACTICAL TECHNICAL EXPERIENCE

Operating Systems & Device Support

- Installed and used Windows 10/11 using bootable media
- Installed and used Debian, Ubuntu, Fedora, Arch, and Parrot OS
- Worked with phones, computers, applications, and device features
- Managed user accounts, permissions, software, and system settings
- Resolved common software, device, and connectivity issues for users

Networking

- Used Cisco Packet Tracer for network simulations
- Practised IP addressing and device communication
- Configured routers and switches in simulated networks

EDUCATION

Walter Sisulu University | Jan 2022 – Dec 2025

Diploma in ICT in Support Services (ECP)

Academic Distinctions: Support Services III; System Software I B; Information Systems I A & I B; Information Technology Skills I A

CORE COMPETENCIES

- Adaptability
- Problem-solving
- Troubleshooting
- Resourcefulness
- Customer support
- Continuous learning
- Working with AI tools
- Technical communication

LANGUAGES

- English (professional)
- Sesotho (home language)
- IsiZulu, IsiXhosa (basic communication)

REFERENCES

Available on request