

CLEMENCE SITHOLE

SOFTWARE DEVELOPER | FULL-STACK DEVELOPER | IT SYSTEMS PROFESSIONAL

Chipinge, Zimbabwe | +263 78 472 1479 | clemencesithole8@gmail.com
LinkedIn: [linkedin.com/in/clemence-wiseman-dhliwayo-557401214](https://www.linkedin.com/in/clemence-wiseman-dhliwayo-557401214) | GitHub:
github.com/clemencesithole8

PROFESSIONAL SUMMARY

Software Developer and IT professional with 4+ years of experience spanning full-stack web development, enterprise systems, database design, networking, deployment, and technical support. Bachelor of Information Technology graduate with hands-on experience building and operating multi-tenant ERP/POS, stock management, e-commerce, and school management systems using Python/Django, PHP/Laravel, JavaScript, HTML/CSS, and relational databases. Strong background in role-based access control (RBAC), multi-tenant architecture, CRUD workflows, system troubleshooting, backups, user administration, and translating operational requirements into maintainable business applications.

TECHNICAL SKILLS

Programming & Frameworks: Python, Django, PHP, Laravel, Java, JavaScript, Flutter, C#, C/C++

Web & Application Engineering: Full-stack development, backend development, HTML5, CSS3, responsive web applications, e-commerce, ERP/POS systems, SaaS and multi-tenant architecture

Databases & Security: SQL, relational database design, data modeling, CRUD, RBAC, permission hierarchies, audit-oriented workflows, backups

Tools & Deployment: Git, GitHub, Composer, npm, Laravel Artisan, cPanel hosting, Git-based deployment, testing, debugging, technical documentation

IT Infrastructure: MikroTik networking, Windows support, user administration, software installation, computer/printer repair, hardware upgrades, Microsoft Office, Adobe Photoshop

PROFESSIONAL EXPERIENCE

Assistant IT Technician - Chipinge Town Council, Manicaland, Zimbabwe

Sep 2022 - Present

- Administer and support users across LADS, PROMUN, SIMACC, revenue collection platforms, and related Council systems, resolving daily access and operational issues.
- Configure revenue collection devices and user shifts for field marshals, maintain system data, and support reliable day-to-day revenue operations.
- Manage Wi-Fi users through MikroTik and troubleshoot workstation, network, software, printer, and peripheral issues across Council offices.
- Maintain and update the Council website and produce digital communication materials for public information and resident engagement.
- Perform weekly backups for critical Council systems and contribute to ICT procedure manuals, equipment planning, procurement, and asset management.

IT Intern - Chipinge Town Council, Manicaland, Zimbabwe

Jun 2022 - Jun 2023

- Designed and implemented a trading licences database to support structured licensing records and operational data management.
- Installed and configured software on new computers, prepared machines for first use, and upgraded hardware on older systems to improve performance.
- Repaired and serviced computers and printers and assisted with ICT equipment procurement and asset register maintenance.

SELECTED SOFTWARE PROJECTS

Clemtrix ERP - Multi-Tenant ERP/POS Platform | pos.clemtrix.com

Laravel / PHP | Multi-tenant business systems | RBAC | Deployment

- Built and deployed a multi-tenant ERP/POS platform that is in active use by at least two companies, with organization-scoped users and business data separation.
- Designed granular role, permission, module, and sub-module controls so platform administrators can manage company entitlements and company administrators can delegate only authorized functionality.
- Deploy and maintain the Laravel application using Git/GitHub, cPanel Git integration, Composer/npm builds, Artisan migrations, and application cache/configuration management.
- Architecting advanced capabilities including universal receipt/document printing, device licensing, cross-device synchronization, reporting controls, and offline-first POS workflows.

Galilee Properties - Stock Management & Web Platform | galileeproperties.org

Laravel / PHP | Database-backed inventory workflows | Production deployment

- Developed a web-based stock management solution for Galilee Properties, providing structured administration and database-backed tracking of property stock and operational records.
- Designed maintainable backend workflows around inventory/stock data, administrative access, content management, and business reporting requirements.
- Supported production deployment and configuration, including Laravel environment, storage, cache, and application troubleshooting.

Online School Management System - Django / Python - github.com/clemencesithole8/school-management

- Engineering a modular school management platform covering students, staff, admissions, academics, attendance, timetables, finance, payroll, report cards, communications, documents, discipline, and administration.
- Designed school-scoped RBAC with permission-aware portal navigation, role hierarchies, protected CRUD operations, and audit-oriented access control.
- Developing configurable academic and finance workflows including timetable rules, fee structures, billing cycles, invoices, receipts, student categories, and multi-role portals.

Clemtrix Solutions - E-Commerce & Company Website | clemtrix.com

Laravel / PHP | E-commerce | Customer workflows | Hosted web application

- Designed and developed the Clemtrix Solutions e-commerce/company website to present technology products, services, and customer enquiry workflows.
- Implemented quotation/request flows, staff notifications, client acknowledgement messaging, media/file storage, and PDF receipt generation within the Laravel application.
- Maintain the hosted application, including deployment, storage linking, package dependencies, and production issue resolution.

EDUCATION

Bachelor of Information Technology - Zimbabwe Open University (ZOU), Manicaland, Zimbabwe

Jan 2020 - Jun 2024

Focus areas: Web Development, Computer Programming, System Development, Database Design and Implementation, Decision Support Systems, Graphic Design.

CERTIFICATION

Digital Skills Training - United Nations Development Programme (UNDP)

Jan 2022 - Jun 2022

Certificate of Completion | Relevant areas: Laravel, Django, networking, digital skills, and web-based system development.