

AGANG MAPHOPHA

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SUMMARY

Detail-oriented professional with foundational experience in startup operations, business development support, and digital project coordination. Passionate about applying AI solutions and technology to optimize operational processes and improve user experiences. Brings clear stakeholder communication, fast learning agility, and a strong drive to contribute to high-growth teams.

WORK EXPERIENCE

Volunteer Intern, University of Limpopo: Digital Hub Jun 2026 - current

- I support the planning, coordination, and execution of innovation programmes, including hackathons, robotics workshops, coding bootcamps, entrepreneurship events, business development for student entrepreneurs and digital skills initiatives.
- I facilitated AI training for approximately 150 employees from the Limpopo Department of Sports, Arts and Culture across all districts, covering practical applications of AI tools such as Microsoft Copilot and Google Gemini.
- Assisted in developing a business case for the University of Limpopo Drone Aviation Academy, outlining a sustainable drone ecosystem comprising pilot training, licensing and commercial drone services for implementation by the Digital Hub.

Customer Experience Agent, Bash (e-commerce) Nov 2026 - Jan 2026

- I served as a frontline representative at a fast growing startup, managing high volumes of customer interactions via phone, email and digital platforms.
- Identified recurring customer issues and communicated insights to internal teams to improve product and service performance.
- Maintained organized records of customer cases to ensure timely resolution and follow-up.
- Strengthened communication and problem-solving skills while ensuring a positive customer experience.

Co-founder and Product Growth, ZylloSupplies Feb 2025 - Oct 2025

- A student driven startup part of the UCT Genesis program where I led early-stage business development and coordinated go-to-market activities with co-founders.
 - I conducted customer discovery and analyzed user feedback to refine product-market fit.
 - Managed outreach campaigns including direct calls, walk-ins and follow-ups with prospective customers.
 - Coordinated internal discussions on sales strategy, pricing, and customer acquisition.
 - I contributed to product growth by identifying pain points in the customer journey and proposing improvements to increase engagement and conversion.
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EDUCATION

Postgraduate Diploma in Management Entrepreneurship Feb 2025 - Mar 2026 *University of Cape Town*

- Core course: Genesis project where students will be running their own real businesses in groups within the entire academic year.
- Focused on developing outstanding business leadership and management skills in a highly entrepreneurial context.

- Relevant coursework in international political affairs including interstate or government interactions, international organisations and non-state actors.
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CERTIFICATIONS

- **d-school Afrika - University Of Cape Town**

Design Thinking Course: Developing a design-led thinking mindset to create human-centred solutions that meet the demands of an ever-changing planet.

- **AWS SimuLearn: AI Practitioner**

Completed business scenarios assignments that demonstrate how to evaluate AI models, build assistants, implement guardrails, generate code & deploy foundation models across various AWS services. Balancing foundational concepts with real-world applications, developing practical implementation skills for enterprise-ready generative AI solutions.

- **datacamp: Implementing AI Solutions in Business**

Design Thinking Course: Developing a design-led thinking mindset to create human-centred solutions that meet the demands of an ever-changing planet.

- **datacamp: Implementing AI Solutions in Business**

Completed a project guiding me through leveraging generative AI to craft a successful go-to-market strategy for schedule.ai, an AI-powered shift-management tool.

REFERENCES

Lesego Raboifa

University Of Limpopo: Digital Hub - Entrepreneurship Officer

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