MPHO LORRAINE NDOU

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PROFESSIONAL SUMMARY

Entry-level IT and Cybersecurity professional with a Cisco Certified Support Technician – Cybersecurity certification and hands-on experience gained through the CAPACITI AI Academy and stakeholder engagement support at UN Global Compact South Africa. Currently studying Bachelor of Laws (LLB) at UNISA, bringing strong ethical awareness, analytical thinking, and compliance understanding into technology-driven and administrative environments. Detail-oriented, adaptable, and highly motivated to contribute effectively across cybersecurity, data management, and office support roles.

CORE SKILLS

Cybersecurity & IT Skills

- Cybersecurity fundamentals (Cisco training)

- Security awareness and data protection

- Threat awareness and safe computing practices

- Basic networking and system support

- Technical troubleshooting (Tier 1 support)

Stakeholder, Administrative & Data Skills

- Stakeholder engagement and coordination

- Professional email and written communication

- Data capturing and data accuracy

- Database maintenance and record management

- Information verification and compliance support

- Confidential information handling

Computer & Technical Skills

- Microsoft Word, Excel, PowerPoint, Outlook

- Google Workspace (Docs, Sheets, Drive)

- Data entry and document management

- Basic reporting and file organisation

- GitHub, VS Code, Streamlit

- Python, HTML, CSS, JavaScript

Professional Skills

- Problem-solving and analytical thinking

- Attention to detail

- Time management and organisation

- Adaptability and teamwork

CERTIFICATIONS

- Cisco Certified Support Technician – Cybersecurity

- AWS Certified Cloud Practitioner

- Microsoft Digital Literacy Certificate

- Coursera: AI for Everyone (Andrew Ng)

- Coursera: Python for Everybody Specialization

EDUCATION

Bachelor of Laws (LLB) – In Progress
University of South Africa (UNISA)

Higher Certificate in Law
University of South Africa (UNISA)

National Senior Certificate (Matric)
Sekano Ntoane High School

RELEVANT EXPERIENCE

AI Intern – CAPACITI (AI Academy)

- Gained practical exposure to AI tools, web applications, and data-driven systems.

- Worked with Streamlit, GitHub, Hugging Face, and cloud-based platforms.

- Supported collaboration between technical teams and programme stakeholders.

- Strengthened analytical thinking, logical reasoning, and responsible data handling practices.

Stakeholder Engagement Support – UN Global Compact South Africa

- Supported stakeholder engagement with participating companies, partners, and external organisations.

- Maintained and updated databases of participating companies and key contact information.

- Assisted with professional stakeholder communication related to programmes and due diligence processes.

- Coordinated internally with teams to support compliance, participation, and information sharing.

Technical Support Intern – Praesignis

- Provided Tier 1 technical support for software, desktop, and system-related issues.

- Assisted users with troubleshooting access, cloud, and hardware-related problems.

- Logged, tracked, and resolved incidents professionally while maintaining clear communication.

ADDITIONAL EXPERIENCE

- Customer Support Trainee – Constantia Insurance

- Packer – Golden Fresh

ADDITIONAL INFORMATION

- South African citizen

- Languages: Tshivenda, English, Sesotho, Tsonga, Zulu, Tswana

- Willing to undergo criminal and credit checks

REFERENCES

Athi Biko
Line Manager
082 322 8088

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Tech Supervisor
067 642 2151