

# NEO KABELO LEHOKO

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## Profile

Emerging Business and Data Analyst with a strong foundation in Information Technology and hands-on experience in data collection, cleaning, analysis, and visualization. Skilled in Python, SQL, Power BI, and Excel, with practical exposure to full stack development and AWS Cloud Practitioner concepts to support data-driven business solutions. Experienced in formulating business cases, process modeling, requirements gathering, and solution assessment. Strong communicator with critical thinking, problem-solving, and teamwork abilities, committed to developing actionable insights and supporting strategic decision-making in dynamic, data-focused environments.

## Experience

### DATA SCIENCE PRACTICIONER LEARNER | PRAESIGNIS - RANDBURG| JUNE 2025 – PRESENT

Development of practical and theoretical skills in data science through hands-on experience with data collection, cleaning, analysis, visualization, and interpretation to solve real-world business problems. Training includes exposure to:

- Statistical methods
- Programming (Python, SQL)
- Data Visualization (Power BI, Excel)
- Machine learning fundamentals.

### INFORMATION TECHNOLOGY INTERN | CENTLEC - BLOEMFONTEIN | APRIL 2023 – MAY 2024

Provided technical support and troubleshooting for end-users via phone, email, remote assistance, and face to face. Managed service requests resolved hardware (Computers, Laptops, Telephones, printers & CCTV cameras) and software issues. Installed and configured software, maintained network systems, and ensured timely resolution of IT-related incidents. Demonstrated effective verbal and written communication, problem-solving, and excellent customer service skills while prioritizing tasks in a fast-paced environment.

Key responsibilities:

- User support
- Remote assistance
- Collaboration
- Office administration
- Security compliance
- Documentation and reporting
- Network troubleshooting and administration
- Utilized CRM software to log and track customer service requests, ensuring accurate record-keeping and timely follow-ups
- Hardware & Software management, maintenance and repair

## **Education**

**ADVANCED DIPLOMA IN BUSINESS ANALYSIS | JANUARY 2025 – NOVEMBER 2025 | MANCOSA**

- Formulation of Business Case
- Business Strategy Analysis & Planning
- Solution Assessment & Validation
- Effective Business Requirements
- Enterprise Analysis
- Process Modelling & Analysis

**DIPLOMA IN INFORMATION TECHNOLOGY - SOFTWARE DEVELOPMENT | JANUARY 2019 – DECEMBER 2022 | CENTRAL UNIVERSITY OF TECHNOLOGY, FREE STATE**

- Programming Principles
- Foundations of IT essentials I & II
- Information Technology Mathematics
- Software Development I, II & III
- Internet Programming
- Information Technology Essentials
- Databases
- Graphic Design
- Web Content Management
- Graphical User Interface Design
- Internet Technologies and Society II & I
- Software Engineering I, II & III
- Technical Programming I, II & III
- Communication Networks

**NATIONAL SENIOR CERTIFICATE | JANUARY 2014 – DECEMBER 2018 | GERMISTON HIGH SCHOOL**

- English Home Language
- Afrikaans First Additional Language
- Mathematics
- Life Orientation
- Computer Application Technology
- Life Sciences
- Physical Sciences

## **Skills & Abilities**

- Hardware and software troubleshooting, repair and maintenance
- Proficiency with all Microsoft 365 Applications
- Network Troubleshooting and administration
- Windows OS installation, configuration and troubleshooting
- Strong verbal and written communication skills
- Excellent critical thinking and problem-solving
- Excellent Customer service skills and telephone etiquette
- Time management

- Cyber security fundamentals
- Programming Languages: Python, SQL, C# & CSS
- AWS Cloud Computing
- Business Analysis
- Teamwork

## Certificates

### AWS Cloud Practitioner

- Foundational Cloud Knowledge: Understanding core cloud concepts, AWS global infrastructure, and the benefits of cloud computing.
- AWS Core Services: Familiarity with essential AWS services including compute, storage, databases, and networking.
- Security & Cloud Economics: Awareness of AWS security best practices, identity management, pricing models, and cost optimization strategies.

### FNB APP Academy – Full Stack Development

- Full Stack & Python Development: Practical skills in building front-end and back-end applications using Python, JavaScript, and modern web frameworks.
- Web Technologies & Databases: Hands-on experience with HTML, CSS, React, Node.js, and integrating databases for functional applications.
- Business & Application Deployment: Understanding application deployment, version control (Git), debugging, and leveraging technology for business solutions and development strategies.

### Huawei 5G Technologies Basic Training

- Motivation and Industrial Progress
- Network Fundamentals
- Network Architecture

### Career Essentials in Cybersecurity by Microsoft and LinkedIn

- Threat Vulnerability Management
- Information Security Awareness
- Cybersecurity: terminology, foundation and threat landscape

## Additional Information

Other languages: Afrikaans, Sesotho and Isizulu

Driver's License: Code B

Activities and Interests: Creation of posters, logos and business portfolios, reading and technical writing

## **References**

Piet Mohlapoli - IP Telephony Specialist at Centlec - 051 409 2305 [pietmohlapoli@centlec.co.za](mailto:pietmohlapoli@centlec.co.za)  
Molly Josane - Server Hardware Specialist at Centlec - 051 409 2378 [mollyjosane@centlec.co.za](mailto:mollyjosane@centlec.co.za)