

Mr. Thuso Ndou

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Professional Summary

I am a dedicated Bachelor of Science in Information Technology graduate from North-West University, passionate about applying my programming, cloud, and data analysis skills within dynamic and tech-driven environments. I have a strong foundation in C#, Java, Python, mobile and web development, system analysis, and database design. I am also proficient in cloud platforms-particularly Microsoft Azure, where I have gained experience with compute services, storage, identity management, and application deployment. My technical expertise is complemented by knowledge in statistics, cybersecurity, and business principles, enabling me to solve complex challenges with both analytical depth and strategic thinking. I am eager to contribute meaningfully to real-world projects while continuing to grow as an IT professional.

Education

North-West University

Jan, 2022 – Dec 2025

Bachelor of Science in Information Technology

Vanderbijlpark, South Africa

- Majored in: Web Development, Software Development, Data Analytics, and System Analysis.
- Specialized in software development, database management, cloud fundamentals (Azure), and networking.
- Developed full-stack applications, analyzed algorithms, and implemented system architecture.
- Gained hands-on experience in UI/UX design, application development, and IT infrastructure.
- Strengthened problem-solving, data interpretation, and cybersecurity principles.

Relevant Coursework:

2022

- Descriptive Statistics
- Introductory Mathematics
- Business Management

2023

- Graphical Interface Programming
- Structured Programming
- Financial Accounting
- Basic Mathematical Techniques

2024

- Systems Analysis and Design
- Object-Oriented Programming
- Apps and User Interface Programming
- Discrete Mathematics
- Data Analytics
- Information Security
- Data Structures and Algorithms

2025

- Artificial Intelligence
- Computer Networks
- IT Developments
- Databases
- Operating Systems
- Decision Support Systems

Experience

BlueGrid Digitals

Mar, 2021 – Present

IT Support Technician || Freelancer

- **Technical Support** – Provided end-user support for hardware, software, and basic network issues, including troubleshooting system errors and application failures.
- **System Installation & Configuration** – Assisted with installing and configuring Windows and Linux systems, development tools, IDEs, and academic software environments.
- **Software & Application Support** – Supported web and mobile application deployments during testing phases, including debugging minor UI/UX issues and ensuring compatibility.
- **Network Setup & Maintenance** – Performed basic LAN/Wi-Fi setup, device configuration, and connectivity troubleshooting based on networking fundamentals gained at university.
- **Azure & Cloud Fundamentals** – Applied introductory cloud skills (Azure compute, IAM, storage, deployments) when supporting small learning or testing environments.
- **Programming & Automation Assistance** – Utilized knowledge in Python, Java, and C# to troubleshoot script-related issues and improve small internal processes.
- **Cybersecurity Best Practices** – Implemented secure password policies, user access controls, and basic endpoint security measures aligned with academic cybersecurity training.
- **Team Collaboration** – Worked with team members to deliver remote and onsite technical support for clients.

CERTIFICATION

- **Cisco Introduction to Cybersecurity** Sep 2022
 - Gained foundational knowledge of cybersecurity concepts, cyber threats, and attack vectors.
 - Learned security best practices, network protection principles, and risk management basics.
 - Developed understanding of ethical hacking and global cybersecurity trends.
- **IBM Data Science Foundations - Level 1** Mar 2023
 - Learned the fundamentals of data science, including data collection, cleaning, and analysis.
 - Gained exposure to industry-standard tools and workflows used by data scientists.
 - Developed foundational understanding of AI, machine learning concepts, and data-driven decision making.
- **IBM Data Science Tools** Apr 2023
 - Gained hands-on experience with tools such as Jupyter Notebooks, RStudio, and Git.
 - Learned how to use Python and R libraries for data processing and visualization.
 - Developed skills in creating reproducible data science workflows and version-controlled projects.
- **MTN Business App Academy Intermediate - POE (Certificate of completion)** Dec 2022
 - Developed mobile and web application prototypes using modern development frameworks.
 - Strengthened understanding of UI/UX principles, app deployment, and API integrations.
 - Gained experience working through a project-based portfolio aligned with industry standards.
- **Ayoba Business Chat API Hackathon** 2024
 - Built and deployed applications leveraging the Ayoba Business Chat API.
 - Demonstrated teamwork, rapid prototyping, and problem-solving under competition conditions.
 - Gained real exposure to API integration, messaging systems, and platform automation.
- **Chongqing Polytechnic University of Electronic Technology Basic Training on Network Security Management** Dec 2024
 - Gained practical knowledge in network security configuration and monitoring.
 - Learned about threat detection, secure network architecture, and access control mechanisms.
 - Strengthened understanding of international cybersecurity standards and defensive strategies.

Achievements

- Golden Key International Honour Society Member
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Technical Proficiencies

- **Cloud Platforms:** Microsoft Azure (Serverless, Compute, Storage, VMs, Security, Networking)
- **Operating Systems:** Linux, Windows (System Monitoring, User Management, Security)
- **Programming & Scripting:** Java, Python, SQL, JavaScript, Visual Basic, HTML, CSS, C#, C++
- **Web Development:** Node.js, Express, MySQL, API Integration, Responsive Design, ASP.NET
- **Networking:** Cisco Tools, IPv4/IPv6, Routing, Switching, VPN, VoIP Setup
- **System Design:** System Architecture, System Analysis & Design
- **Data Science & Analytics:** Data Analysis, Statistics, Data Analytics

Core Competencies

- Technical Support & Troubleshooting
 - Software Design & Development
 - API Development & Integration
 - Data Interpretation & Analysis
 - Process Automation & Optimization
 - User Training & Documentation
 - Project Management & Collaboration
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REFERENCES

- **North-West University** – Bachelor of Science in IT | tibo.kiefer@nwu.ac.za | (016) 910 3260
- **Cisco Networking Academy** – Cisco Certification | support@cisco.com | (010) 691 0080
- **BlueGrid Digitals** - IT Support Specialist | Info@bluegriddigitals.co.za | (072) 666 1888