

PHATHUTSHEDZO HOPE NDOU

Data-Driven Problem Solver

My Portfolio: <https://phathutshedzohope.wixsite.com/phathutshedzo-hope-2>

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PROFESSIONAL SUMMARY

Detail-oriented professional with experience in data management and reporting using Microsoft Word and Excel. Skilled in organizing and maintaining datasets, creating pivot tables, and generating clear reports for decision-making. Strong background in psychology and employee wellness, combining analytical skills with effective communication. Adept at handling queries and ensuring timely resolution. Eager to grow and contribute to a data-driven team.

KEY SKILLS

- **Data Management:** Data collection, cleaning, and organization for accurate reporting.
- **Data Visualization:** Creating interactive dashboards and visual reports.
- **Excel Expertise:** Pivot tables, slicers, lookup functions, conditional logic, and formulas.
- **Documentation:** Maintaining structured and accurate records.
- **Reporting:** Compiling and presenting reports for stakeholders.
- **Attention to Detail:** Ensuring accuracy in data processing and analysis.
- **Problem-Solving:** Analytical thinking to address challenges effectively.
- **Time Management:** Prioritizing tasks to meet deadlines.

PROJECTS

Contact Crime Trends and Analysis in South Africa – A Decade Overview

- Analyzed 10 years of contact crime data reported to the South African Police Service (SAPS).
- Identified crime trends and patterns using Excel.
- Created an interactive dashboard to visualize insights, enabling targeted interventions.

Automating School Payment Reconciliation for Efficiency

- Automated reconciliation of payment data from the bank with the school system's records.
- Reduced manual errors and increased efficiency through advanced Excel functions.
- Delivered a streamlined automated report, ready for system upload.

CERTIFICATIONS

- **Excel Fundamentals for Data Analysis**, MTN Skills Academy (Coursera), 2024
- **Introduction to Coding**, SheCodes Foundation, 2023
- **HTML and CSS**, Zaio Coding, 2023

WORK EXPERIENCE

Academic Marker (Part-Time, Remote)

STADIO Higher Education (2024 – Present)

- Assess and mark 100+ student scripts with precision, adhering to academic guidelines.
- Provide clear, constructive feedback directly on scripts to support student learning.
- Maintain consistency and attention to detail throughout the evaluation process.

Employee Health and Wellness

National Department of Transport (2021 - 2022)

- Created and maintained covid-19 vaccination tracking records for 400+ employees, using Excel and ensuring 100% data accuracy.
- Organized wellness-related data and compiled 50+ detailed reports for organizational health initiatives, using Word.
- Researched and wrote educational emails for 20+ health awareness days annually, reaching 600+ employees.
- Ensured accurate documentation using a Document Management System (DMS).

Academic Assistant/Administrator

Pearson Institute of Higher Education (2020)

- Managed 2000+ student data using Excel, tracking academic performance, at-risk students, and maintaining records.
- Managed confidential documentation for 5 faculties and ensured accurate filing systems were in place.
- Prepared and presented monthly student support reports to provide insights into student performance and support needs.
- Supported academic administration by coordinating student support activities, and responding to 15+ daily queries from students and stakeholders.

Academic Writing Tutor (Part-Time)

North-West University (2018)

- Led tutorial sessions for 100+ students, focusing on academic literacy.
- Monitored student attendance and performance, generating reports to track progress and outcomes.
- Managed administrative duties, ensuring organized sessions and timely reporting.

EDUCATION

Bachelor of Science Honors in Psychology, Sefako Makgatho Health Sciences University, 2019

Bachelor of Social Science in Psychology, North-West University, 2018

Matric, Emmanuel Christian School, 2015