Cecilia Naledi Phale

Johannesburg, South Africa | +27 680317521

lediphale@gmail.com | LinkedIn

SUMMARY

- Highly motivated and organized individual with a strong academic background in Psychology and a passion for accuracy and detail.
- Proven ability in managing multiple tasks, meeting deadlines, and maintaining confidentiality.
- Demonstrated effective communication, project management, and positive work environment skills.
- Committed to continuous learning and social responsibility.

EDUCATION

University of Johannesburg – Johannesburg, South Africa   **Feb 2021 - Dec 2021**
BA Honours in Psychology

University of Johannesburg - Johannesburg, South Africa   **Feb 2018 - Dec 2020**
BA in Psychology

WORK EXPERIENCE

Freelance Proofreader and Editor   **Dec 2021 - Present**
Self-employed - Remote & Johannesburg, South Africa

- Proofreading and editing academic, creative, and professional documents and text, such as work emails, research proposals, theses, presentations, poems, and creative essays.
- Providing feedback, following style guides, managing projects, and meeting deadlines.
- Maintaining client confidentiality.

Freelance Transcriber   **Oct 2023 - Dec 2023**
DataForce by Transperfect - Remote

- Accurately transcribed audio content.
- Delivered transcripts on time and to high standards.
- Used transcription software to enhance productivity.
- Maintained client confidentiality.

Remote Transcriptionist   **Mar 2023 - Jun 2023**
3PlayMedia – Remote

- Edited and proofread English transcripts using 3PlayMedia's software.
- Met deadlines for accurate transcripts.
- Followed company and client guidelines for formatting and quality.
- Maintained confidentiality of audio/video content and client information.

VOLUNTEERING

Admin Volunteer   **Jan 2024 - Present**
CANSA Foundation - Remote

- Assisting with data entry tasks, ensuring accuracy and timeliness.
- Managing attendance registers for various events and programs.
- Contributing to the overall operations and success of the foundation by ensuring that the registers and data entry tasks that were assigned to me were up-to-date

Group Leader   **Feb 2021 - Oct 2021**
Psyched Up Volunteering - Johannesburg, South Africa

- Led a group of psychology students in volunteering at a local charity.
- Managed volunteer schedules, collected hours, and ensured smooth operations.
- Handled various duties and responsibilities related to the charity's activities.
- Resolved issues and maintained a positive environment for volunteers.

SKILLS

Proofreading & Editing:
- **Becoming a Proofreader (Knowadays)**: Enhanced accuracy and attention to detail in written communication, ensuring high-quality content for all communications materials.

Administrative & Business Communication:
- **Administrative Professional Foundations & Business Writing Principles (LinkedIn Learning)**: Developed proficiency in administrative tasks, project management, and professional communication strategies to improve overall efficiency and effectiveness in the workplace.

Human Resources:
- **Human Resources Foundations (LinkedIn Learning)**: Gained foundational knowledge of HR practices, fostering a better understanding of recruitment, employee relations, and professional development opportunities.

Social Impact & Healthcare:
- **Principles of Psychological First Aid (disasterready.org)**: Learned to provide immediate emotional support in crisis situations - valuable for fostering a positive and supportive work environment.
- **Basic HIV Course for Health Care Professionals (South African National Department of Health)**: Broadened awareness of health issues, demonstrating a commitment to social responsibility and cultural sensitivity.

Data Analysis:
- **Microsoft Digital Literacy (Standard Bank & Microsoft):** Developed proficiency in core digital tools to organize and analyze data, enhancing decision-making processes.
- **Google Data Analytics (Coursera)**: Acquired skills in data collection, analysis, and visualization, enabling the creation of impactful reports and presentations.

Virtual Assistance:

ALX VA Program (ALX): Organizational Efficiency - Strong time management, task prioritization, and calendar management skills.
- **Technical Proficiency**: Proficient in Google Workspace, communication tools, and project management tools.
- **Communication Excellence**: Effective verbal and written communication, strong interpersonal skills, and client service orientation.
- **Problem-Solving & Adaptability**: Ability to identify and resolve issues, and adapt to changing work environments.