

NOMPUMELELO PRECIOUS MAGAGULA

✉ preciousmagagula4@gmail.com

Contact number: 0605298607

Location: Mineralia, Middelburg 1050

PERSONAL INFORMATION

Disabilities: None

License: C1 with own reliable vehicle

Languages: English and Zulu

EDUCATION

Postgraduate

Degree: Bachelor of Psychology (Honours)

Name of institution: The university Of the Free State

Duration of study: 2020 to 2021

Average: 72%

Undergraduate

Degree: Bachelor Social Science Majoring in Psychology and Criminology

Name of institution: The University of The Free State

Duration: 2017 to 2020

Average: 73%

High School

Name of High school where grade 12 was completed: Steelcrest High School

Matriculated: 2016

CAREER OVERVIEW

1. Crime Analyst Intern

Company: South African Police Service

Location: Middelburg

Duration: 01/04/2022 – 31/03/2023

Duties included:

- Daily composition of crime report using Excel, explaining the crime picture in the form of statistics in support of prevention, combatting and investigation of crime.
- Presenting daily crime report and crime statistics to management
- Draw surveys or other data collection methods as means to identify a theme or a trend from docket analysis. Apply data analysis techniques, Interpret the data and finally write report on the findings.
- Regular checks of systems such as Geographical information system (GIS) and Crime administration system (CAS) to ensure reliable and validated crime information.
- Providing excellent customer service by working with the public, assisting them with checking and writing affidavits as well as certifying documents at the Customer Service Center (CSC)
- General administration duties including sending emails, Answering and Directing phone calls and typing reports, data capturing, filing and photocopying.

SKILLS

- Exceptional Interpersonal and communication skills.

- Strong oral and writing skills including academic and report writing skills.
- Computer Literate
- Excellent customer service skills and conflict resolution and handling customer complaints.
- Ability to negotiate and make sales.
- Good understanding of Ms Office (Ms Word, Ms PowerPoint, Ms Excel).
- Proven ability to build and sustain lasting client relationships, enhancing business retention and growth.

References

1. Mandla Mahlangu- Crime Analyst at SAPS 0766762802
2. Colonel Sandra Scheepers CIMAC Commander at SAPS 0798079444
3. Ayanda Duma Branch Manager at Capitec Bank 0795907440