

REFILOE NYAKALE

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OBJECTIVE

I am a dedicated and proactive criminology student with a strong academic background and practical experience across various industries. I possess a deep understanding of criminal behaviour, justice systems, and crime prevention strategies, bolstered by coursework and research in these areas. I am able to showcase discipline, commitment, and the ability to excel in diverse environments. I am eager to leverage academic knowledge and practical skills in any role to contribute effectively to organisational goals. I can demonstrate adaptability and reliability, evidenced by work experience in warehouse operations, reception, and financial support roles. I am skilled in communication, problem-solving, and teamwork, with proficiency in Adobe graphic design tools and clinical software

EXPERIENCE

Receptionist and Chaperone

MYA Cosmetic Surgery Clinic, January 2023 – Present

- Prepare surgeon clinics and appointments, ensuring all necessary preparations are completed efficiently.
- Manage schedules, ensuring patients are seen on time and have all relevant medical information.
- Ensure diligent note-taking for patient safety and accurate medical records.
- Provide exceptional customer service, addressing patient inquiries and concerns professionally.

Clinical pharmaceutical administration

HealthNet homecare – July 2024 – September 2024

- Accurately maintained clinical trial data, patient records, and other essential documents, adhering to regulatory standards and confidentiality requirements.
- Managed calendars, scheduled meetings, and coordinated with internal teams and external stakeholders, ensuring alignment with project timelines.
- Prepared detailed reports, documentation, and communications for clinical trials and research activities.
- Ensured compliance with industry regulations and company policies by tracking and updating clinical documents and coordinating audits.
- Assisted in project planning, progress tracking, and resource allocation, contributing to the success of clinical studies and initiatives.

- Acted as the primary point of contact for clinical teams, clients, and vendors, ensuring clear, timely communication across departments.

Warehouse Employee

Flannels, July 2022 – September 2022

- Handled the receipt, storage, and dispatch of goods, ensuring accurate inventory management.
- Operated warehouse equipment safely and efficiently to meet daily targets.
- Collaborated with team members to streamline operations and improve productivity.

Warehouse Employee

Amazon, July 2021 – September 2021

- Assisted in the fulfillment of customer orders by picking, packing, and shipping products.
- Maintained a clean and organized workspace to ensure safety and efficiency.
- Adapted quickly to the fast-paced environment, consistently meeting performance metrics

Finance Department Assistant

Nottingham Trent University, Year 10 Work Experience

- Contacted international students both locally and globally regarding their loans and student finances.
- Assisted in managing financial records and providing support to the finance team.
- Developed communication skills through interactions with diverse student populations.

Volunteering Experience

Children's Team Member

Heart Church, 2019

- Ensured the safety and well-being of children during services.
- Provided attentive care to children while parents attended services.
- Developed and facilitated creative and engaging activities for children.

Media Team Leader

Heart Church, 2018 – 2019

- Led a team of 10 volunteers, overseeing training and professional growth.
- Managed creative design projects for photos and videos.
- Coordinated media-related activities and ensured high-quality outputs.

EDUCATION

Bachelor of Arts in Criminology

Manchester Metropolitan University

Expected Graduation: June 2025

- Relevant Coursework: Criminal Law, Policing and Society, Forensic Psychology, Crime Scene Investigation, Cybercrime.

A-levels

Bluecoat Academy

Graduated: June 2021

- Sociology: B
- Psychology: C
- Religious Studies: D

GCSEs

Saint John Houghton Catholic Voluntary Academy

Graduated: June 2019

- Mathematics: Grade 5
- Religious Education: Grade 5
- French: Grade 5
- English Language: Grade 5
- English Literature: Grade 6
- Business: Grade 4
- Science: Grade 5

AWARDS AND ACKNOWLEDGEMENTS

Analytical Skills: Proficient in analyzing complex data and case studies to identify patterns and insights.

Communication: Strong verbal and written communication skills, developed through presentations, reports, and participation in academic discussions.

Problem-Solving: Adept at developing practical solutions to challenging scenarios, with a focus on ethical and community-oriented approaches.

Teamwork: Proven ability to work collaboratively in team settings, demonstrated through group projects and leadership roles within university societies.

Technical Proficiency: Skilled in Adobe graphic design tools and clinical software, with the ability to create visual materials and highly skilled at managing clinical data efficiently using technology such as workboard

Driving: Full UK Driver's License obtained in 2020, demonstrating reliability, responsibility, and the ability to travel for work-related tasks and community engagement.