

EMILY MAPULE NYAKALE

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Graduate | Administration, Data & Customer Support

PROFESSIONAL SUMMARY

A recent Bachelor of Arts graduate from North-West University (Psychology and Geography & Environmental Management) with a strong academic foundation in research, data handling, administration, reporting, and information management. Reliable, adaptable, and detail-oriented, with proven experience managing multiple responsibilities, working well independently and within a team, and communicating clearly in written and verbal formats. Proficient in Microsoft Office, with developing Python and data analysis skills. Comfortable working in fast-paced, deadline-driven environments with a positive, hardworking attitude. Seeking graduate, internship or entry-level opportunities in administration, data support, research, customer service, retail or general operational roles.

CORE SKILLS

- Administration & Office Support
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Adaptability & Quick learner
- Customer service
- Planning, organization, and task coordination
- Research & Report writing
- Team collaboration
- Written & Verbal communication
- Filing & Document management
- Data verification & Quality checking
- Comfortable learning new systems
- Professional Telephone & Email Etiquette
- Attention to detail
- Time management

EDUCATION

- **BA with Psychology and Geography and Environmental Management** | North – West University (Potchefstroom Campus) | 2025

Relevant Coursework:

- Research Methods & Data Analysis
 - Occupational Health & Ergonomics
 - Report writing & Academic communication
 - Environmental governance & Compliance
 - Human behavior & Communication systems
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- **National Senior Certificate (NSC)** | Lukhanyo High School | 2021
 - **Core subjects:** Mathematics, Physical Science, Geography and Life Science

LANGUAGES

- Setswana – Native
- English – Fluent

REFERENCES

Available upon request