

# Curriculum Vitae

**DORNE POOLE**

## **1.PERSONAL PROFILE**

**SURNAME:** Poole  
**NAME:** Dorne  
**GENDER:** Female  
**POSTAL ADDRESS:** 5 Arum Road Belhar  
7493  
**CONTACT DETAILS:** 021 9524737  
0833561093  
**EMAIL ADDRESS:** dornepoole39.dp@gmail.com  
**DATE OF BIRTH:** 03 November 1991  
**I.D NUMBER:** 9111030093088  
**NATIONALITY:** South African Citizen  
**MARITAL STATUS:** Single  
**DRIVER'S LICENSE:** **Code 10 and PDP**  
**HEALTH:** Excellent  
**LANGUAGE PROFICIENCY:** English (proficient)  
Afrikaans (proficient)

## **2. EDUCATIONAL PROFILE**

### **BASIC EDUCATION:**

**GRADE 12** Belhar High School  
**YEAR** 2009  
**SUBJECTS PASSED**  
- English (Home Language)  
- Afrikaans (First Additional Language)  
- Mathematics  
- Design  
- Business Studies  
- Drama  
- Life Orientation

Obtained a National Senior Certificate with a Bachelor's pass

### **TERTIARY EDUCATION: BA DEGREE IN CRIMINOLOGY**

HIV / AIDS care & counseling  
Explore end -user computing (Windows)  
Victims & reduction of crime  
Crime offenders & criminal behavior in SA  
Human Resource management  
Psychology and various other modules

### **3. SKILLS, COMPETENCIES AND KNOWLEDGE**

#### **KEY SKILLS AND COMPETENCIES**

- Computer literate (MS word, Excel, Power point, Internet)
- Excellent Written and Verbal skills
- Planning, organizing and administrative multitasking skills
- Willing to learn
- Telephone etiquette and listening skills
- Fast learner
- Friendly
- Hard worker
- Lead and team player
- Ability to function under pressure
- Client orientation and decision making skills

### **4. EMPLOYMENT PROFILE**

**(1)**

**Company:**

South African Police Services

**Duration:**

February 2011- August 2011

**Position Held:**

internship

**Duties:**

- ❖ Working in the court room writing subpoenas, SAP 69s and completed numerous amounts of documentation for them including opening up case dockets and closures.
- ❖ Attended post mortems.
- ❖ Attended crime scenes, such as murders, inquests, capable homicides, suicides and so forth.
- ❖ Obtained statements from complaints and witness.
- ❖ Worked with blood alcohol reports and taking forensic bags to the laboratory.
- ❖ Attended bail applications.
- ❖ Been at funeral undertakers and experienced how the undertakers business works.
- ❖ Attended meetings about gangs and gang related crimes. (brief introduction to the prevention of organized crime act POCA.

(2)

**Company:** Cape Town International Airport  
Swissport

**Duration:** 09 December 2017 till 16 February 2020

**Position Held:** Flight Controller / Supervisor

**Duties:**

- ❖ Answer inbound call
- ❖ Roistering the daily flight schedule and staff.
- ❖ Capturing accurate client queries and resolutions.
- ❖ ticketing as well as working in the service desk
- ❖ Rebooking flights and solving personal complaints.
- ❖ Overseeing International flights, Lufthansa, Austrian and Edelweiss.
- ❖ lost property
- ❖ Creating payment arrangements via core system
- ❖ Obtained diplomas in the following; dangerous goods; altea an airside induction.
- ❖ Maintain electronic database
- ❖ Provide stats to management
- ❖ Meet deadlines
- ❖ Filing and send to Registry

(3)

**Company :** Courier It

**Duration:** 17 February 2020 till Current

**Position Held:** Customer Service Agent

**Duties:**

- ❖ Answer inbound calls
- ❖ Make out bound calls
- ❖ Assist clients with problems
- ❖ Track whereabouts of parcels
- ❖ Work on the Ops floor
- ❖ Do administration

**REFERENCES**

South African Police Services

Detective Warrant Officer Bothma  
071 363 6585

Swissport

Lorell Gallant  
  
073 770 5227

Courier IT

Rameez Lee  
  
021 555 6777

**Declaration**

I, Dorne Poole, hereby declare that the above-mentioned information is correct and as honest as possible.