Ntandokazi Kukuma

Communication/Administrator at Correctional Services

### PROFILE

I am an experienced communicator and a linguist. I have a total of 8 years language, research and communication experience from the following organizations, The Department of Correctional Services (Current), Government Communication and Information System, Bravo Promotions, Times Media Group, University of the Western Cape and Stellenbosch University, discreetly.

My experiences include & not limited to Implementation of Communication Strategies and plans, Media monitoring, relations and Networking, Content development and language Editing, Engagement Integration, Drafting content for Media, Collecting data for Newsletters, Design and Publish, Photography and Pictorial reporting, Branding and Event organizing, Social Media optimization and management, Media releases & Alerts, Advertising, Statements, Stakeholder engagement, Promotional work, Business pitch, client service, Radio Presenting (Radio Heidelberg FM:Somerset West, 2020), Administration & Clerical duties. I am also skilled at academia, minimal experience as a teacher (voluntarily) & a University tutor respectively with excellent administration expertise. I am a social media content Creator (Facebook, Instagram, Twitter) and a Youtuber.

**19 Linge Street**

**Happyvalley**

**Blackheath**

**7581**

0681709336/ 073 219-5091

[Ntando.kukuma@gmail.com](mailto:Ntando.kukuma@gmail.com)



### EXPERIENCE

**Correctional Services,** (Cape Town Community Correction)

* *Communications Assistant* 1st January 2020 - PRESENT

Duties

* + Provide professional secretariat ( telephone, switchboard, compile & circulate memos & minutes, attend to clients)
  + Receive faxes for all community corrections, register and distribute to relevant offices
  + Compile and type all correspondence of the Regional Head - faxes, letters, memo’s
  + Organize & coordinate meetings (write minutes and circulate memos)
  + Provide logistical support to the management regarding leadership meetings
  + Attend client queries and record the type of service rendered
  + Arrange venues for meetings
  + Arrange refreshments for meeting delegation/guest
  + Compile and distribute agenda and/or other necessary document to all relevant parties
  + Compile and cascade minutes during meetings
  + Collate correspondence & pertaining to meetings
  + Compile communication and forward to Pollsmoor Internal communication office
  + Attend events, assist with branding venues, taking photos and writing for internal newsletter

**Correctional Services**, (Mosselbay Youth Centre) —*Case Officer, Case Review Team* 01 March 2018- Dec 2019

Duties

* + Handling Caseloads and Case Review Teamwork (CRT)
  + Book Inmates on CRT register monthly; have a one on one with inmates on progress of their sentence plan
  + Check if programmes are completed and record on the case

file an improvement as rehabilitation is concerned

* + Write and submit PSCBS reports for CMC and Parole Board sittings
  + Record on the document the status quo of the inmate as per their detainment in the Correctional Centre
  + Make recommendations for consideration of parole, this is based on the Inmate’s progress on rehabilitation, detainment and state of readiness for reintegration

### PERSONAL DETAILS

Full Name: Ntandokazi Kukuma

ID Number: 9005280865080

Nationality: South African Age: 30 (28/05/ 1990)

EE/AA Status: African Female Marital Status: Single Health: Excellent

Criminal Record: None Driver’s License:Code 8 Own Vehicle

Availability /Notice Period: 30 Days

### SKILLS

**Technical skills**

Office: Microsoft Word, Microsoft Excel, PowerPoint, Microsoft Office, Microsoft Excel

**Communication skills**

I am a highly self-motivated individual who articulates and communicates in a logical way and structures information to meet the needs and understanding of stakeholders. I'm endowed with great team management, leadership, interpersonal, intrapersonal, sales and presentation skills.

**Correctional Services, (**Malmesbury**)** —*Communication Assistant* 01 Jan 2017- March 2018

Duties

* + Communication, Communication Development, Research, Stakeholder and Media Liaison & Assisting Area Commissioner’s office as a Secretary
  + Ensure effective media monitoring, analysis and reporting
  + Assist with the development and implementation of strategic messages for media and communication projects
  + Search for and analyse relevant print, online broadcast and social media coverage for stakeholders
  + Assist produce media assessment reports
  + Event management & protocols review and implement policy
  + Source content and liaise with stakeholders for internal news.

Organize and Attend events; assist with branding venues and do Photography.

* + Collate information & write articles for internal Newsletter
  + Attend stakeholder engagement and partake of discussion and in planning of interdepartmental events
  + Develop and cascade internal communication
  + Handle Logistic administration.
  + Attend APP management meetings and assist compliance managers in compiling APP reports for the management area.

PREVIOUS EMPLOYER

Capitec Bank -Bellville, *Sales Consultant* 01 January 2016- Dec 2016

Duties

* + Engaging with potential clients in person and over the phone
  + Recommend clients to useful financial
  + Attend services and answer bank-related inquiries
  + New customer accounts including savings accounts and granting personal loans and Issuing Credit Cards.
  + Researched and resolved customer issues on personal savings, and credit accounts.
  + Examined checks for identification and endorsement.
  + Entered member transaction data into the online banking software.
  + Maintained confidentiality of bank records and client information.
  + Delivered prompt, accurate and excellent customer service.

**Bravo Promotions**- Observatory, *Promotions Coordinator*

01 June 2015- Dec 2015

Excellent communicator (verbal and nonverbal) with passion for building strong business client relationships and enhancing users’ lives through technology, deadline oriented and having the ability to produce detailed reports of my work. Innovative, willingness to learn and grow, I believe in interaction and openness with stakeholders and open for constructive criticism and or feedback.

**Problem solving skills**

I do proper planning when working on a project. I have organisation skills as well as negotiation skills in trying to find solutions that work best, I am accountable for the decisions I make and I pay attention to detail when solving a certain problem.

I have the ability to prioritize

and execute tasks in a high pressure environment, and present ideas in a user friendly manner

**Team playing skills**

I am a self-driven individual, who can operate individually, Also a resourceful team player with experience in communication,

Duties

* + Recruit and profile promoters
  + Educating and training Promoters regarding promotional products from food, alcoholic beverages and skin

Products

* + Facilitate briefings and role playing with promoters prior promos
  + Drive and distributions promotional products to different stores
  + Manage sales, document and submit reports (Weekly and monthly)
  + Visit to monitor promoters at different stores to ensure

enough products availability and attendance

* + Implementation of selling and negotiate displays and prices with the store manager
  + Ensure implementation of sales drivers and promotions and point of sale in stores

PREVIOUS EMPLOYER

Department of Government Communication & information system- Athlone, *Communication & Administration Intern* 01 June 2014- 31 May 2015

Duties

* + Communications, Communication Development, Research, Stakeholder management and Media Liaison
  + Develop marketing & communication strategy plan for events
  + Plan communication programs and do research in that regard
  + Design marketing & communications plans for events
  + Collate and develop government content for media
  + Newsletter publications- writing Articles for “My District Today” in house Publication
  + Develop and design marketing and promotional items, banners, brochures, leaflets and Posters
  + Activation- daily dissemination of government content and distribution on different media channels
  + Media monitoring (daily media analysis or Clipping)
  + Coordinate and brand events , do photography, edit and create pictorial report
  + Mobilize and coordinate media (set media Interviews etc.)
  + Organize media engagements and write Local Environmental Assessment Reports
  + Daily Management of social media pages – Provincial GCIS Facebook and Twitter accounts
  + Create and update provincial stakeholder and media database

telemarketing, retail, telecommunication, sales, promotional work and financial sector, possessing a good team spirit and I have the ability to work in a fast paced environment with minimal supervision.

### LANGUAGES

English (Write, Speak, Read) Xhosa (Write, Speak, Read) Zulu (Write, Speak, Read) French (Basics)

* + Design invitations and coordinate stakeholder engagements

# Times Media: Circulation

**Department-Observatory,** *Publishing Intern* July 2013- Feb 2014

Duties

* + - Forecasting & Print Order of newspapers
    - Forecast maintenance
    - Publishing Reporting
    - Determine supply allocation of newspapers per retail outlet per publication
    - Calculate sales, returns & sell-out percentages per retail outlet per publication
    - Determine & finalise the new allocation per publication
    - Supply adjustments
    - Enquiries & reporting
    - Distribution & doing Invoices

**Stellenbosch University**- faculty of Medicine & Health education, Life Skills Tutor (IsiXhosa) Jan 2013- June 2013

Duties

* + - Prepare for and Conduct tutorials for Language Skills (IsiXhosa)
    - Assess students during OSCE, Mark assignments promptly
    - Attend tutorial workshops and meetings
    - Attend tutorial briefing session, One on One consultation with students
    - Keep a record of attendance (register), Manage/ supervise tutorials

**University of the Western Cape**- Linguistic Department, Language and Communications Tutor

01 February- 31 October 2012

Duties

* Prepare for and Carry out tutorials for Language & communication (UWC)
* Attend tutorial workshops, meetings & briefing Session
* Consultation with students; Keep Record of attendance (register)
* Attend Language & communication Lectures weekly & tutorial briefing session
* Receive assignments & Mark them promptly
* One on One consultation with students; Assist with test invigilation

# University of the Western Cape, Unibell

—Research Assistant 01 February – October 2012

Duties

* Data Capturing, Data collection, Library research
* Update students and staff notice boards
* Circulate new memos & notices for meetings
* Assist in filing and answering the calls at the reception table
* Dealt with student queries
* Order stationery and other office equipment
* Assist inducting new students and staff in the department
* Assist in compiling and circulation of memos and

Scribing the minutes in meetings

* Conducted the Interviews for research
* Translating and Transcriptions data
* Report to supervisor analysis of the collected information

# LEGISLATION AND AGREEMENTS

Labour Relations Act and Basic Conditions of Employment Act

Public Service Act and Regulations and Correctional Services Act, Act 111 of 1998, as amended

Public Finance Management Act (PFMA) and Batho Pele Principles

**SHORT COURSES AND WORKSHOPS ATTENDED**

End User Computing MS 2010, MS Excel-Intermediate 2018

Unit Management Session, Problem Solving and Decision Making course

Receptionist Skills Course and Gender awareness Banking (Capitec Bank Consultant) 2015

# EDUCATION

***University of the Western Cape*,** Unibell— *BA Honours in Language and Communication Studies* Completed - Nov/Dec 2013

***University of the Western Cape,*** Unibell— *BA Degree in Language and Communication Studies* Completed - Nov/Dec 2012

Majors Sociology and Language and Communication

***Lagunya Finishing school*,** Langa (WC) — *Matric* Completed – Nov 2007

***Subjects Passed***: Mathematics, Physical Science, Life sciences, Life

Orientation, Criminology, English and Xhosa

**REFERENCES**

# *Dept. of Correctional Services* — *CPT Community Corrections*

Manager- Qalazive Mpumelelo

Tel +21 21 959 2911, Cell: 08243110687

Tel: 0214624313

Email [Mpumelelo.Qalazive@dcs.gov.za](mailto:Mpumelelo.Qalazive@dcs.gov.za)

## Dept. of Correctional Services —MosselBay Youth Centre

H.O.C –Toyini Lindiwe

Tel: 044 606 6537

Cell: 0762262655

Email: [Lindiwe.Tundezwa@dcs.gov.za](mailto:Lindiwe.Tundezwa@dcs.gov.za)

## Capitec Bank Bellville

Branch Manager Yolanda Helesi

Cell: 0818500610

## Bravo Promotion

Manager -Tabisa Nomnganga

Cell: 0722684616

Email [Tabisa.Nomnganga@bravopromotions.co.za](mailto:Tabisa.Nomnganga@bravopromotions.co.za)

## Government Communication and Information System

Manager Mr Boqwana

Tel +27 216910145,

Cell: 071 353 8747

Email: [Mbuyiseli.Boqwana@gcis.gov.za](mailto:Mbuyiseli.Boqwana@gcis.gov.za)

***Times Media Group***

Assistant Manager Mr. Bradley Louw

Tel: +27 21 488 1718

Cell: +27 82 969 2298

## University of the Western Cape

H.O.D Prof F Banda

Tel: +21 938 9457

Cell: +27 82 362 1100

Email: [fbanda@uwc.ac.za](mailto:fbanda@uwc.ac.za)