# Ricky Roberts

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💻 https://graydontruth.github.io/website/

📍 Cape Town, South Africa

## Availability

mornings, evenings and weekends.

## Education & Certifications

**TEFL 120-hour Certificate**

**Google Cybersecurity Certificate**

**IBM z/OS Mainframe Practitioner**

**Multiple IBM & Coursera technical badges (25+)**

Ongoing: Introductory Spanish (self-study)

## Core Competencies

Business English Communication

Adult Learning & Facilitation

Customer Experience

Conflict Resolution

Lesson Planning

Time Management

Multicultural Communication

## 👤 Professional Summary

Resourceful and composed professional with experience in operations, online instruction, and client-facing communication. Known for maintaining a calm, structured approach while guiding adult learners through new concepts. Skilled at simplifying complex ideas, managing high-volume customer interactions, and creating a positive learning environment.

## 👤 Quick Facts

Native English speaker

Taught 30+ adult learners

TEFL certified

Handled 200+ customer interactions weekly

Willing to learn new languages to support students

## 💼 Professional Experience

**Freelance Online English & Coding Instructor**
*Remote (2022–2024)*
Delivered coding lessons to adults aged 19–44. Facilitated small-group sessions (4–6 learners). Taught coding fundamentals to 30+ students.

**Freelance English & Math Tutor**
*Johannesburg (2019–2020)*
Provided tutoring in English and Mathematics to primary school learners; one-on-one and small groups.

**Operations Manager — Skunkworks Africa**
*Hybrid JHB/Remote (2023–2025)*
Oversaw daily operations, handled 200+ customer interactions weekly, and standardized communication processes.

**Restaurant Manager — BARVIBE Pub & Grill**
*Johannesburg (02/2020–05/2022)*
Managed staff, customer service and operations; maintained professionalism in high-pressure environments.

**Manager / Pump Technician — Pump Trade & Engineering**
*Johannesburg (05/2022–03/2024)*
Oversaw client communication and service coordination; explained technical processes to non-technical clients.

## 📖 References Available on request