

Jyoti Jalwal

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Profile Overview

With extensive experience in Customer Services, education in Public Administration and currently Volunteering as an AMES English Tutor, I am well versed in listening to and assisting people from diverse community in person and over phone. In addition, I've earned the contentment to serve people by raising funds independently for an organisation "The Old age People" add to my ability to maintain good relationships with people of all community.

Key skills

- **Active Listener:** Gained this skill with experience and using this skill every day to deal with people and resolve conflicts.
- **Proficient in English language both written and oral** acquired through study and work experience.
- **Extremely polite and patient:** The skill which helps me in building and maintaining relations with the community from diverse culture and background.
- **Excellent Time management:** I've learned this skill through experience and ability to prioritize and finish the assigned tasks on time.
- **Highly Flexible:** Every opportunity comes with a new challenge and new learning, and as a curious person and learner, I'm flexible to adjust myself based on the circumstances and options.
- **Team player:** Born and brought up in a joint family, this skill has ingrained in me.
- **Organised:** I'm naturally blessed with this skill, love to organise things around me which makes the ambience more positive to do any task.
- **Continuous Improvements:** I believe that everyone is a learner, we learn everyday even doing same repeatedly things consciously or unconsciously. I learn to improve things.

Education and Professional Courses

- ✓ Bachelor of Arts (with subjects English, Maths and Public Administration).
- ✓ Intermediate Level Course in Microsoft Word/Excel.
- ✓ Nationally Accredited Comprehensive Training Course in Teaching English associated with the Australian culture.
- ✓ Current driving licence.

Professional Experience

AMES

Apr 2014 - Till Date

16 Victoria Square, St Albans VIC 3021

Role: Volunteer English Tutor

Duties

- To meet with the learner of diverse community and provide English language support, Community information and a general understanding of Australian culture.
- To prepare appropriate sessions responding to learner needs.
- To report on sessions delivered – including time, activity and outcomes.

Achievements

- ✓ Gained Proficiency in using the English language, both written and oral.
- ✓ Understanding of and empathy with people from diverse cultural backgrounds.
- ✓ Developed the ability to work independently.
- ✓ Being responsible record keeper.

Crust Gourmet Pizza Bar

Nov 2013-Dec 2013

537B Whitehorse Rd, Mitcham VIC 3132

Role: Customer service

Duties

- Meeting and greeting people via phone and face to face.
- Order processing.
- Perform in highly dynamic situations.

Achievements

- ✓ Actively handled customers during busy business hours during Christmas.
- ✓ Learn to attend customers in friendly manner with smile.
- ✓ Gained the knowledge of hygiene standards, hospitality with speed of service.
- ✓ Developed the ability to perform in high pressure situations.

Pizza Fellas

May 2013-Oct 2013

37B/80 Taylors Rd, Keilor Downs VIC 3038

Role: Customer Service

Duties

- To attend customers and take orders face to face and on phone.
- Making pizzas and assisting in pasta making.
- Assisting in handling cash and to maintain cleaning in the store.
- For better business, assisted in distributing pamphlets door to door.

Achievements

- ✓ Learn to attend customers in friendly manner with smile.
- ✓ Gained the knowledge of hygiene standards, hospitality with speed of service.
- ✓ Developed the ability to perform in high pressure situations.