

Jyoti Jalwal

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Career Objective

With education and work experience in customer services and community development and crave to serve people; I'm passionate to build my long-term career in Community Participation and Inclusion.

Soft skills

- **Excellent time management** skill to achieve objectives.
- **Highly flexible** and **adaptable** to any situations.
- **Team Player** - a team empowers the ability to learn and collaborate.
- **Excellent communication** skill acquired through work experience and studies.
- **Accountable** and **dutiful** for assigned task.
- **Solution oriented** mindset.
- Ability to make informed dynamic decisions.
- Good **people skill** to develop harmonious relations with the people of diverse cultural community.
- **IT technologies**, applications and troubleshooting computer.

Computer Skills

- | | |
|--------------|-------------------|
| ✓ MS Windows | ✓ Gmail |
| ✓ Mac OS | ✓ Google Calender |
| ✓ MS Word | ✓ Web Browsers |
| ✓ MS Excel | ✓ Social Media |

Education and Professional Courses

- ✓ Certificate of achievement in Early Childhood Education.
- ✓ Bachelor of Arts.
- ✓ Microsoft Word/Excel Course learnt through Brimbank Library Services.
- ✓ Nationally accredited comprehensive training course in teaching English associated with the Australian culture.
- ✓ Current Working with Children Check (employment).
- ✓ Clear Police Check.

Professional Experience

Volunteer English Tutor, AMES

Apr 2014 - Till Date

Responsibilities

- 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

- ✓ Understanding of and empathy with people from diverse cultural backgrounds.
- ✓ Developed the ability to work independently.
- ✓ Being responsible record keeper.

Customer Service, Crust Gourmet Pizza Bar

May 2013-Dec 2013

Responsibilities

- To attend customers and take orders.
- 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

- ✓ Actively handled youth staff during busy business hours on Christmas time.
- ✓ Learned to build healthy relations with the youth staff.
- ✓ Gained the knowledge of hygiene standards, hospitality with speed of service.
- ✓ Developed the ability to perform in high pressure situations.
- ✓ Established healthy terms with team by assisting and sharing knowledge.
- ✓ Earned the quality of multitasking.
- ✓ Developed the marketing and selling skills.
- ✓ Proactively supported and promoted the business to achieve targets.

Housewife, Raising my kid

Aug 2010-May 2013

Duties

- To meet the new expectations as a mother.
- To continue meeting the expectations as a wife.
- To learn and focus on building my career.
- To maintain a healthy personal and social life.

Achievements

- ✓ Successfully performed the role of being the first teacher of my kid.
- ✓ Foster the passion for learning and interest in the outdoor activities.
- ✓ Learnt the importance of fostering moral values at the early stage of a child.
- ✓ Gained multi-tasking skills.
- ✓ Ability to use whiteboard to list, prioritise, plan and execute the daily tasks on time.

Volunteer Teacher, Home based in India

May 2008-Aug 2010

Duties

- To teach English and computer education to financial disadvantaged young people (4-10 years old).
- Building confidence and right attitude to life.
- Collaborating with the parents and earning their trust.
- Communicating the importance of education in poverty reduction.
- Helping children understand their right to education.

Achievements

- ✓ Learnt to respond to different needs and interests of children.
- ✓ Assertive skills to communicate.
- ✓ Effective management of generation gap.
- ✓ Manage the anger of youth.
- ✓ Self-confidence in engaging with children.
- ✓ Learnt that young people respond better to visualised presentation compared to verbal.

Charity Work

- ✓ Raised fund for an organisation “The Old Age People”.

Interests

Interests include personal development, cooking and socialising with people by participating in Brimbank community events and training programmes.

Referees

Sandy Addams, Computer Trainer, Neighbourhood House, Sydenham (Mob: 0432 499 367)

Mukesh Swami, Owner, Crust Gourmet Pizza Bar, Mitcham (Mob: 0419 974 939)