**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

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| * MS Windows * Mac OS * MS Word * MS Excel | * Gmail * Google Calender * Web Browsers * 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

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| 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.

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| 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.

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| 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.

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| 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)