

Rebekah John Peter

rebekahjpeter@gmail.com • +65 88350265 • +91 9894702494

Personal Particulars

Name: Rebekah John Peter

Gender: Female

Date of Birth: 19 October 1997

Nationality: Singaporean/Overseas Citizen of India (OCI)

Personal Statement

A hardworking and dedicated individual. An organised person and multitasker, with a passion for English and communication.

Key Skills

- **ICT:** Proficient in all areas of Microsoft Office including MS Access, Excel, Word and PowerPoint. Familiar with CRM
- **Communication:** Excellent verbal and written proficiency in the English Language. Scored in the 99th percentile (for English as an individual subject as well as combined with Math and Science) in the country in the 2013 Stanford Achievement Tests conducted by Pearson. Achieved the highest grade awarded (A*) in English IGCSE examinations. Attained an overall band of 8.5 and the highest possible CEFR Level (C2) proficiency in the IELTS examination. Bilingual – fluent in both English and Tamil.
- **Customer Service:** Been in customer service roles on and off for the past 3 years. Able to remain polite and calm under stress and able to deal with difficult customers. Able to think quickly on my feet
- **Working with children:** Classroom experience in teaching from volunteering at a primary school for an entire academic year. Engaged in youth work with at-risk youth for over half a year
- **Interpersonal skills:** Strong interpersonal skills and the ability to work and interact with people of different backgrounds from sales experience and volunteering. Able to work and interact effectively in team environments. Has, in the past, served as team leader numerous times in school-related activities such as Science Fairs and subject-related project work
- **Time management and multitasking:** Balanced a part-time job alongside studies. Able to multitask and to carry out multiple tasks responsibly and with efficiency. Carried a medication portfolio during my time as a youth worker and balanced those duties alongside daily duties of the job. Also served as a caregiver for 7 years to my mother who was chronically ill
- **Independent learning and research:** Self-taught IGCSE and A level student. Has acquired skills and experience in independent learning as well as carrying out academic research outside of the textbook material using various resources such as books, documentaries, educational videos, podcasts and online encyclopedias. Has managed to complete IGCSE with only half a year of school study and 3 months of rigorous self-study undertaken with little assistance. Was able to cover most of A level syllabus independently amongst various other duties. Gained further self-learning and research skills in university during the COVID19 period, where learning was done remotely

- **Certified in Introduction to Child Protection Framework, Standard First Aid + AED Course, Introduction to Copywriting and Digital Marketing Tools and Techniques**

Employment History

Remote Tamil Language AI Trainer (Freelance)

June 2024 – present

Outlier AI, 360 22nd St Ste 600 Oakland, CA 94612.

- Constructing generative AI models by working on a variety of projects involving writing in Tamil
- Rank AI-generated responses according to their formatting, localization, accuracy, completeness, and fluency.
- Peer review and correct submissions with errors. Provide constructive feedback

Mental Health Support Professional (Freelance)

June 2024 – present

Morbid Technologies, Etawa Rd Chauraha, Sirsaganj, Firozabad, Shikohabad, Uttar Pradesh, India – 283151

Achievements and Responsibilities

- Provide emotional support to individuals experiencing mental health issues such as anxiety, depression, etc.
- Provide virtual consultation via chat or call
- Assisting with mental wellness and mental health support needs
- Clarifying issues, and directing to relevant mental health support avenues

Freelance Content Writer (Part-time)

January 2024 – present

Whyral Media, Turning Point NX Apartment, Unit no101A, First Floor, Survey no 206, CTS no 92/3, Viman nagar, Pune – 411014

Achievements and Responsibilities

- Content Writing for drama genre on YouTube
- Writing 15 scripts of 5000 words each per month
- Producing high quality, relatable but sensational content

Customer Service Officer (Full-time) *February 2022 – October 2022*

DHL Express PTE LTD. 1 Greenwich drive, Singapore 533865

Achievements and Responsibilities

- Functioning as part of the call centre representative for the Safe Travel Office (under Immigrations and Checkpoints Authority)
- Answering calls in a timely and polite manner
- Clarifying doubts with regard to current ICA travel regulations, border measures, MOH health advisories regarding vaccination matters and Covid19 Regulations, as well as passport enquiries
- Advising callers accordingly on their respective issues/grievances, escalating cases if need be for emergencies
- Performing call backs and follow-ups in cases where necessary to provide information to callers
- Reporting a detailed case summary of every call on the CRM database in a timely manner for reference

Youth Work Associate (Full-time) *August 2021 – February 2022*

Salvation Army, Gracehaven. 3, Lorong Napiri, Singapore 547528

Achievements and Responsibilities

- Assisting with the day-to-day operations of running the home and its residential services
- Ensuring safety of residents
- Providing holistic support and care
- Interacting with and long-term mentoring of troubled youth
- Managing crises, with adherence to SOPs
- Liaising with social workers and management regarding residents' wellbeing
- Liaising with school, parents and residents in order to coordinate transportation and arrival timings
- Dispensation of medication at appropriate timings
- Conducting programmes and activities to assist in reintegration and rehabilitation of troubled youth

Customer Service Associate (Part-time/Ad-Hoc) *June 2020 – July 2021*

Kang Logistics Pte Ltd., 15 Gul Way, #03-02, Singapore 629193

Achievements and Responsibilities

- Attending customer calls, answering queries, liaising with customer, providing high quality customer service
- Managing filing of invoices and reports
- Data entry regarding shipments

Customer Service Associate (Part-time/Contract) *July 2019 – September 2019*

Pedro Group (Subsidiary of Charles and Keith Group), 6 Tai Seng Link, Singapore 534101

Achievements and Responsibilities

- Promoting the products to customers and answering any queries they might have regarding the product.
- Being knowledgeable about the product specifications and discounts applicable to different items.
- Providing high quality customer service and assisting the customers in finding the right size and fit
- Performing sales and billing
- Performing basic housekeeping

Retail Associate (Part-time/Contract) *April 2019 – June 2019*

Pedder On Scotts (Lane Crawford Singapore Pte Ltd), 6 Scotts Road, Singapore 228209

Achievements and Responsibilities

- Promoting the product (ladies shoes and bags) to customers and answering any queries they might have regarding the product.
- Being knowledgeable about the product specifications and discounts applicable to different items
- Performing basic customer service and assisting the customers in finding the right size and fit
- Assisting in other ad hoc duties as required

Spoken English Teacher (Part-time/Voluntary) *June 2017 – April 2018*

Suguna Swamiraj Nursery and Primary School, No. 43 Subbiah Street, Sangiliyandapuram, Trichy, India - 620001

Achievements and Responsibilities

- Teaching basic spoken English to primary students of grades 1-5 who are unilingual Tamil-speakers
- Encouraging the children and helping them to gain skills needed to become confident English speakers
- Engaging the children in interactive learning
- Clarifying academic doubts regarding English

Retail Promoter (Part-time/Paid) *May 2016 – August 2016*

Van Laack Singapore Pte Ltd. 9 Raffles Boulevard, #01-28/29, Millenia Walk, Singapore 039596

Achievements and Responsibilities

- Promoting the product (mainly men's business wear) to customers and answering any queries they might have regarding the product
- Being knowledgeable about the product specifications and discounts applicable to different items
- Assisting customers with finding the right size and fit and handling requests for alterations
- Performing sales and billing
- Checking stocks
- Performing rudimentary housekeeping when necessary

Education and Qualifications

Master of Science, Psychology (M.Sc) *2024 - Ongoing*

JAIN University, Bangalore, India

Bachelor of Psychological Science (B.Sc) *2019 - 2023*

James Cook University, Singapore

Cambridge International A Levels *2015 – 2017*

KSIRS, Coimbatore, India

- English Language – C
- Sociology – C
- History – D

Cambridge International General Certificate of Secondary Education *2013 – 2014*

APL Global School, Chennai, India

- English Language – A*
- Information & Communication Technology – B
- Biology – B
- Chemistry – C
- Physics – C

Hobbies and Interests

- **Reading:** I am an avid reader of books. My favourite genres are historical fiction and non-fiction books relating to Psychology and History. I also enjoy fantasy novels. Over the past year, I have read over 70 books of various genres as well as 22 short stories.
- **Volunteering:** I was a mental health crisis helpline volunteer at an organisation (undisclosed for confidentiality purposes). I have also completed the Sexual Assault First Responder Workshop conducted by AWARE's Sexual Assault Care Centre in order to learn more about dealing with those dealing with sexual assault and related crises