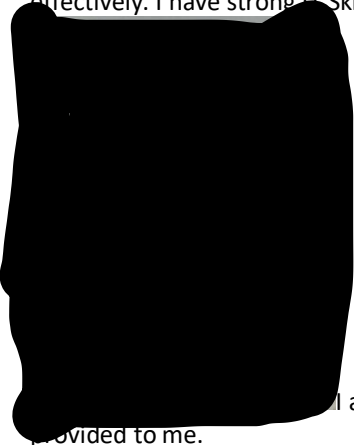




Personal Profile

I am a highly motivated and conscientious professional with an outgoing and friendly personality. I enjoy new challenges and always strive to see them through to completion. I pride myself on working hard and paying close attention to detail to ensure high standards are met. I have experience of working with customers on one-one basis as well as within a team. I possess a 'can do' attitude with the ability to multi-task and work under pressure. I have excellent communication and interpersonal skills which enables me to engage with staff and colleagues effectively. I have strong IT Skills including Microsoft Office Word, Excel and PowerPoint.



I am always opened to learning new skills and I commit myself to taking on all training provided to me.

Key Skills

- Excellent communication skills (both written and verbal)
- A friendly and sociable approach
- Work well under pressure
- Excellent time keeping
- Strong customer service skills
- Computer literate (Microsoft, Apple and Android systems)
- Bi-lingual: English (Native) and Spanish (B1-B2)

Employment History

January 2021 – Present

Private English Teacher (Private and Agency English Classes)

- I currently teach two classes a day in the week in the afternoons
- My lessons covered are of the duration on average 2 hours per lesson
- I am currently teaching children from the ages 2 – 19
- In the mornings I plan my day so I'm set teach the appropriate level for my afternoon classes

September 2019 – January 2021

Selectra Madrid

Sales Agent (Telecom, Energy Sales)

- Receive and making calls from the UK public
- Successfully handling with calls issues while making and closing a sale (Gas and electric tariffs, Broadband, TV, Phone and Home-care cover.
- Maintaining compliance of every sale
- Organizing my time effectively
- Taking track of level of calls coming in and manning conversation levels from calls to sale
- Strong knowledge of using data and telecommunications tools such as ECOS and ZOHO plus external online tools to help aid a sale
- Maintain good communicating levels with managers and staff

- Tacking down information, with attention to detail
- Maintaining customer relation and rapport for future business growth
- Managing the Saturday sales team two to three times a month over a period of 3 months

May 2019 – July 2019

TEFL Madrid Academy (The Madrid Course 2019)

- I have taught six lessons.
- Lessons covered the duration are 1 hour 45 minutes to 2 hours
- I have taught student from levers A1 – C1
- I have also sat and assisted TOFEL and SAT classes

August 2018 – April 2018

Alpha Gamma Solutions

Fund Raiser (Advertising & Marketing)

- Morning meetings with my team to organise ourselves to plan our route for the day
- We would have daily group meetings before going door to door (The field) to motivate the pack
- Track and take notes of sales
- Keep notes of house/ flats that we needed to cover or go to push a sale (like call backs)
- Time keeping was a huge factor on a daily basis
- Door to door sales for customer acquisition
-

Feb 2016 – August 2018

Haringey Council

Sheared Services (Service Assistant)

- Working amongst a team of ten handling four main roles within our department.
- Contacting and assisting clients regarding their benefit or council tax situations.
- Handling and sorting Royal Mail, Recorded and internal post along with customer service documents.
- Computer indexing, customer service scanned documents.
- Registering individual's client claims using Northgate (iWorld) and Camino systems.
- Cancelling claimant's old claims using Northgate (iWorld) systems.
- Use of VeriScanner for incoming passports and ID's.

Oct 2015 – 2016

Abra Warehouse

IT Assistant

- Daily calculating and updating our products prices to be update onto our system (Swards), for our product sales and promotions
- Stacking and recording stock goods, handling and presenting goods on display, pricing goods, showing good work initiative
- Assisting head IT technician with, graphic layouts for product advertising, pricing goods, mailing our clients

Mar 2015 – Sept 2015

Enfield Town Department for Work and Pensions

Administrative Assistant (Work Experience)

- Aided and assigned clients to work coaches
- File storing and handling
- Assisted customers with job searching and issues regarding computer usage

Aug 2014 – Dec 2014

Lower Edmonton with City Link

Assistant Driver

- Load and unload the van, also checking as scanning any packages before loading up the van before our daily route
- Assisted driver with maneuvers and directions
- Delivered packages with great customer service

Sept 2012 – June 2014

University of East London (Student Union)

Receptionist/Student Representative

- Communicated with students to help with any enquiries of personal issues regarding university, either over the phone or in person
- Organised the student appointment database, receiving and organising incoming and sent post also including cash handling
- Attended board meetings and events as a student representative

Jan 2010 – July 2012

Obaseki Solicitors

Administrative Assistant (Part-Time)

- Answered incoming calls, sending and checking e-mails, recording and dealing with post and distributing both soft and hard copy documents while demonstrating good organizational skills and a keen eye for detail
- Promoted to Head IT Technician responsible for updating and keeping the network working efficiently

Education

2019

TEFL Madrid Academy

TEFL English Teachers training course

2011 – 2014

University of East London

Computing (BSE) Extended

2012

European Computer Driving Licence (ECDL)

2009 – 2011

Springboard Levy Centre

ICT NVQ Level 3 Diploma

Maths AON and English communications level 2 - GCSE

2008 – 2009

Southgate College

Level 2 – Computer Maintenance & Installation (A+)

Level 2 – Vehicle Maintenance & Repair Level 2

2007 – 2008

Enfield College

Level 2 IT Diploma

Hobbies and Interests

In my spare time I enjoy taking part in various types of sports and training such as Chinese Boxing and Tai Chi since the age of four and am currently a 1st Dan Black belt. I enjoy art and drawing, working on cars and computers such as repairs computer and updates software and drivers for friends and family. I enjoy watching football, car, drama and documentary programmes. I also enjoy spending time with family and friends and have a high interest in ways of furthering my education.

References: Available upon request