Jaya Relwani

Fort Tyson Rise, Basseterre, Saint Kitts and Nevis Description: C:\Users\Haneesha Relwani\AppData\Local\Microsoft\Windows\INetCache\IE\WPRNVB2I\Location_dot_black.svg[1].png C: +1(869)765-0252 Description: C:\Users\Haneesha Relwani\AppData\Local\Microsoft\Windows\INetCache\IE\WPRNVB2I\Location_dot_black.svg[1].png jaaya011@gmail.com

**Professional Summary**

* Ambitious Customer Service manager aims at customer service and satisfaction.
* Perceptive Customer Service manager who cultivates positive customer relationships through clear and helpful communication.
* Skilled Theatre teacher with proven ability to improve student learning through tailored structured theatre programs.
* Caring and qualified Early Childhood Care School teacher, teaching meaningful curriculum plans and developing young minds.

**Skills**

* People Oriented
* Customer service- oriented
* Basic administrative knowledge
* Bilingual in French, Hindi and a little bit of Spanish
* Detail- oriented
* Superior organization
* Outstanding interpersonal skills
* Strong work ethic
* Friendly demeanour
* Excellent communication skills
* Goal- oriented

**Work History**

**Manager,** 07/2017 to 02/2018

**Karmaxpress and Square Duty Free-** Basseterre, St. Kitts and Nevis

* Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
* Developed, implemented and managed business plans to promote profitable food and beverage sales.
* Excellent time management
* Always friendly and helpful
* Accountable retail associate
* Excellent communication skills
* Customer service experience

**Senior Teacher and Trainer,** 06/2008 to 06/2011

**Helen O’Grady International-** Mumbai, MH, India

* Successfully improved student participation in the classroom through integration of creative role- playing exercises.
* Implemented theatre workshop to increase teacher motivation and support.
* Assisted in developing student- led afterschool tutoring program to teach under-privileged students.
* Developed and taught lessons on children’s books, poem, movies and themes to promote student interest.
* Increased student’s English test scores by 14% through private tutoring and special attention.

**Early Childhood Care & and Educator-** 07/2002 to 08/ 2003

**Arya Vidya Mandir –**Mumbai, MH, India

**Early Childhood and Day Care Assistant-** 11/2003 to 06/2004

**Kidz Own-** Mumbai, MH, India

**Education**

**High School Diploma: 1994**

**Indian Language School –** Lagos, Nigeria

**Early Childhood Care & Education Diploma-** 2002

**Arya Vidya Mandir-** Mumbai, India

**Accomplishments**

* *Dynamic Teaching Techniques*

Instructed students in academic subjects using variety of techniques such as phonetics, multisensory learning, and repetition and reinforce learning.

* *Interactive Learning*

Introduced and encouraged debate-style classroom setting to increase student participation and critical thinking.

* Friendly and energetic drama teacher in Early Childhood Care & Education. Motivated to help children become happy, healthy and confident.
* Positive and cheerful teacher with seven years of experience. Excited to lead child friendly activities filled with fun. Areas of expertise include theatre using activities such as music, art, debate and dancing.
* Customer service professional seeking a management role, training staff and establishing rapport with clients. Self- motivated with exceptional communication and computer capabilities.

**Certifications**

* High School Diploma
* Computer Training Certificate
* Certified Radio Jockey
* Diploma in Hotel Management
* Diploma in Early Childhood Care and Education
* Successfully passed IELTS ( International English Language Testing System)
* Currently awaiting results for DELF ( The Diplome d’etudes en langue Francaise)