**Gulfjobseeker.com CV No:** **802260**

**Mobile** +971505905010cvdatabase[@]gulfjobseeker.com

To contact this candidate use this link

<http://www.gulfjobseeker.com/feedback/contactjs.php>

**PERSONAL PROFILE:**

A motivated, pro-active and results-driven, **Native-speaker English teacher, trainer, language coach and Career’s Guidance Counselor,** with strong people empowerment skills and human development skills. Aspiring, to further develop students’ linguistic proficiency by promoting active learning and effective use of English through extensive practice and employing all the language skills needed in various academic situations and in the labor market. Also, to further, enable students to attain and achieve advanced levels of competency, in critical thinking, study skills, inter-personal interaction, superior customer service and effective communications.

With, a passion in growing, grooming and fine-tuning the skills and abilities of management executives, supervisors, and students in cultivating, and harnessing the skills of ………… **“ordinary people to become extra-ordinary achievers & proficient, language communicators.”** Having, trainedand coached students, in the Middle-East, Africa & Asian Sub-Continent.

**EDUCATION:**

**2008 - B.T.E.C. Qualification in Careers Guidance & Counseling – EDEXCEL EDU. – U. K.**

**2005 - INTERNATIONAL TESOL / TEFL English Teaching Certification – EUROCENTRE**

**One World - Language College / Cape Town – SOUTH AFRICA.**

**1995 - DALE CARNEGIE INSTITUTE - Diploma In Human Relations, Positive Thinking,**

**Motivation, Skills Development, Sales and Superior Customer Service.**

**1980/1982 - DIPLOMA in COMMERCE / Business Studies – M.L.SULTAN COLLEGE – S. AFRICA.**

**WORK EXPERIENCE:** **JUNE 2010 / 2011**

**Present Position - ABU DHABI UNIVERSITY - AL AIN – U.A.E.**

**INSTITUTE OF CONTINUING STUDIES. – I.C.S. - English Language Instructor**

* Teaching and training students in **DCS- Employability English Program** for employment.
* Training & coaching students from **ETIHAD AIRWAYS** in appropriate language use for Contact Call Centre, with Inner–Skills and Confidence development and effective English language use, in **call center** **role play activities,** **accurate pronunciation, grammatical structures, airline vocabulary, customer service** **phrases, writing e-mails, memos, intonation and word stress.**
* Promoted **listening to customer service** **conversations & individual speaking tasks**.
* Cultivation of Inner-Skills, imagination, vision, creativity, self-confidence development, motivation, self-belief using, **DALE CARNEGIE - Human Relations techniques.**
* Grooming, growing and fine-tuning students, skills and abilities to deliver, **excellence in** **performance, superior customer service within, a call center, environment.**

**APR. 08 / MAY 2010 - SUMMIT CAREER SERVICES /ABU DHABI UNIVERSITY- UAE**

**CAREER’S ADVISER & STUDENT COUNSELLOR**

* Completed **BTEC Career Counseling Professional Diploma** - from **EDEXCEL EDUCATION – U.K.**
* Attended, **British Psychological Society / Psychometrics Courses**
* Conducted **Careers Interviews** for Tawteen Program / Department of Civil Service (D.C.S) **/** Women in Al Ain Project / ADU Graduates.
* Co-ordinated **Labor Market Information (L.M.I )** visits to employers
* Facilitated **CV and Job Interview presentations** and mock interviews.
* Used a range of **Psychometric Assessment Tools** for student evaluations.
* Managed extensive caseloads and **observed labor Market Trends**.

**OCT.07/APR.08 – ABU DHABI UNIVERSITY – English Language Instructor INSTITUTE OF ENTERPRISE DEVELOPMENT - I.E.D.**

* Teaching and Training students in **GENERAL ENGLISH, BUSINESS ENGLISH & SKILLS DEVELOPMENT, MOTIVATION & SPELLING accuracy.**
* Promoted effective communication role plays, **speaking, audio- listening with reading and writing business e-mails.**
* Assisted students to formulate **NEW and STRONGER language** and to use PHRASES to build appropriate and **accurate VOCABULARY use.**
* Placed strong focus on **ORAL FLUENCY, FUNCTIONAL ENGLISH and CONVERSATIONS with CUSTOMER SERVICE** language use & fluency.

**SEPT.06/ OCT.07 – THE SOUTH AFRICAN SCHOOL OF ENGLISH**

**English Language Instructor – Cape Town / South Africa.**

* Tutoring & Teaching **Non-native speakers** from various countries in **Grammar, Reading, Writing, Speaking, Pronunciation & Vocabulary**.
* Promoted **one-on-one speaking and conversations** with **Oral Fluency.**
* Facilitated **listening** and **debating sessions** with current affairs **discussions**.
* Encouraged **positive thinking** and **expression of fresh thoughts** and ideas.
* Promoted out of class excursions in **“look, listen and speak”** sessions.

**1400 …. Teaching Hours Completed**

**NOV.05/SEPT.06 – CORPORATE – TEACHING & SKILLS TRAINING**

**CELTEL / ZAIN - MOBILE PHONE COMMUNICATIONS – Gabon – Africa.**

* Training executive managers in **General & Business English/ Motivation & Personality Development /Public Speaking Skills.**
* Instructed and coached technical communications managers and supervisors in **Technical English, Product Presentations and productive team** meetings.
* Tutored & Coached **Call Centre staff & team-leaders** in **customer service expressions, vocabulary, write e-mails & speaking**, **oral fluency, intonation, voice control & pitch.**
* Conducted **word pronunciation, accent neutralizing** & context-based **listening sessions**
* Facilitated team bonding & **interpersonal inter-action** and **role play sessions**.

**1100 …. Teaching Hours Completed**

**AUG.05/JULY 06. – EUROCENTRE ENGLISH COLLEGE - South Africa**

**T.E.S.O.L. / T.E.F.L. – ENGLISH LANGUAGE CLASSES FOR NON-NATIVE SPEAKERS -Spoken English, Writing, Conversation, Reading, Grammar, Pronunciation Inner Skills Development, Self –Confidence and Personality Development.**

* Tutoring **Non-English speakers in Foundation** **English to Advanced Levels** in **Grammar, Speaking, Reading Listening, Pronunciation, Writing e-mails & memos.**
* Encouraged & promoted inner-skills cultivation & development in **Creative & Positive** **Thinking, Inner Vision, Developing Imagination Skills & Environment Awareness.**
* Facilitated field trips focusing on **“Look, Listen & Learn”** observations sessions.
* Introduced students to **General English and Business English grammar & vocabulary**.

**880 …. Teaching Hours Completed**

**SEPT.04/AUG.05 - CORPORATE – CUSTOMER SERVICE TRAINING:**

**- KENTUCKY FRIED CHICKEN – (KFC) - CAPE TOWN - S.A**

* Coached managers and supervisors in **phrases of polite expressions & Business English.**
* Implemented **K.F.C.– designated** , **Quality Control, Hygiene Management program.**
* Managed staff motivation and **stress management with enhanced productivity levels.**
* Communicated and maintained **Product Freshness, Quality and Oral Hygiene.**
* Encouraged **customer service** **language** & **human relations** **to maintain brand loyalty.**
* Implemented and maintained **New** **K.F.C. designed in-store C.H.A.M.P.S**. program.

**840 …. Training Hours Completed**

**JUL.03/JUN.04 – THE DIALOGUE GROUP:**

**CUSTOMER SERVICE CONTACT CALL CENTRE / SOUTH AFRICA**

**CUSTOMER SERVICE - CALL CENTRE AGENT AND TEAM – LEADER:**

* **Outbound Sales**  – **BUPPA** Customer Service / Medical Hospital Plan – **U.K.**
* **Outbound Calls** – **American Fast Food Association** / Customer Service Market Survey - **U.S**.
* **Outbound Calls - British Gas Corp. /** Mobile phone Service Provider Sales /Marketing **– U.K.**
* **British American Tobacco B.A.T. -** Inbound customer service information & call processing.-**U.K**
* **Coached & Guided -** new call centre agents with use of accurate language, word stress & intonation, use of customer service politeness phrases & cordial expressions.

**220 ….Training & Coaching Hours Completed (- 4)**

**Skills & Abilities:**

* **Proactive, efficient with strong skills to empower students.**
* **Cordial interpersonal interaction and people development skills.**
* **Highly effective & student-centered teaching techniques**
* **Strong coaching ability / time management / multi-tasking skills**
* **Excellent communicator, positive, focused, results-orientated**

**Languages:**

**Speak 6 languages - English – Native Speaker**

**Afrikaans, Zulu , Hindi , Urdu, Gujarat, Arabic ( Beginner ) IT Skills:**

* **Competent in using the following;**

**Power Point, Windows, MS Word, Excel, Front Page**