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**Rebecca Edwards**

**Personal profile**

I am an enthusiastic and hardworking individual, with a focus on getting work done in a timely manner and building relationships with both my work colleagues and clients. I have spent much time working with customers to address their needs so that they leave completely satisfied with their experience and I hope to bring these skills with me to any new career I enter. I always strive to present myself in a professional manner both in appearance and demeanour.

I am very eager to learn new skills that will take me further and help me grow within my role of employment.

I have been teaching in Seoul at a private academy since February of this year and have thoroughly enjoyed my experience thus far and am looking to work in a similar environment.

**Key skills and qualities**

**Teaching English conversation skills**

I have been working at a private academy as an English Language teacher since February, 2015. I have taught lessons in writing, reading, grammar, art and social studies. Throughout my time I have been responsible for lesson planning, implementing new curriculums and assessing the progress of students as well as assisting them outside of class hours to improve their skills.
Through my previous employer, iSentia, I regularly volunteered for McLASS, which was a program which helped recent migrants to New Zealand practice and learn English in a natural and comfortable way. I attended this program on a week-to-week basis and we focused on aiding the students in learning to converse in English and feel comfortable using it in their lives regularly.
I am currently undertaking a TEFL certification and expect to graduate from this at the end of November, 2015.

**Experience with children**

I have spent the past year working with children from the ages of 5 up to 13 in an academic environment. I have experience with both caring for them and educating them. I acted in the role of homeroom teacher for a 7 year old class and was responsible for their academic progress and ensuring their well-being while at school.
Prior to this, I spent much of time as a paid babysitter for children between the ages of three to ten and really enjoyed this role.

**Time spent outside of work with children.**

I have volunteered extensively both through my work and outside of it. Recently I joined my work colleagues in helping out at a Christmas event for children who are disadvantaged and have enjoyed representing my company while helping improve the Christmas of those children. This involved interacting with children from ages four to seven and making sure their Christmas was memorable and a lot of fun. I found this to be a very rewarding and fulfilling experience and I am happy to have had the opportunity.

**Being responsible for your own or other's time management**

In previous jobs I have been responsible for getting a set number of tasks done in order to keep the department running smoothly and I have worked hard to accomplish this. Currently, my position has required a lot of work outside of hours to properly prepare for classes and met all of the expectations set by my employer.

**Working in a retail environment and helping or serving customers**

I have worked in retail previously and I feel I have the needed skills to make customers feel comfortable and at ease in a shopping environment, while helping them find what they need and make their shopping experience enjoyable.

**Carrying out administrative or clerical tasks, such as typing, filing or preparing documents (letters, reports or papers)**

I have extensive experience with computers and technology, including the Microsoft Office suite and have a good knowledge of the functions. If required I could confidently carry out tasks which involve word processing and other technical tasks.

**Problem solving**

I believe problem solving plays a huge part in any job and there have been multiple occasions in my previous employment where I have had to work by myself or with colleagues to solve an issue in a timely manner to keep things running smoothly.

**An Eye for Detail**

I pride myself on being observant and attentive in all tasks I undertake, taking note of important details in order to ensure the best outcome possible.

**Extensive experience with computers**

I am extremely confident in my abilities when it comes to working with computer and have many years of experience with technology. I pride myself on being a swift and accurate typist as well as knowing enough about computers and networking to be able to problem solve effectively if I encounter any issues.

**Customer Service**

Through my previous employment I have had experience in handling customer enquiries and complaints, both in person and over the telephone. I believe that this experience in assisting customers to resolve their issues quickly and efficiently is advantageous and will be useful in any occupation I go into.

**Work experience**

**Dream Kids Academy** Seoul
 February 2015 – *contract ends February 28th 2016****English Language Teacher*** Home room teacher
 Lessons planning
 Assessment of language abilities
 Additional tutoring outside of class hours of students who struggle with reading.
 I have taught both kindergarten and elementary level classes.
  **iSentia** Wellington
 April 2014 – February 2015
***Australian Broadcast Monitor***

 Accurate and timely summaries delivered for clients.
 Additional I.T. training.
 Working in a large cooperative team to get the best material for our clients.

Regular volunteer work with an English language school, working with all ages from young children to adults who recently arrived in NZ.

Volunteering for the Children’s Christmas Party. **Trinity Hotel** Wellington
 August 2013 – April 2014
***Reception/Bar*** Customer Service
 End of shift banking

 Childcare through regular babysitting for guests of the hotel.
 Bar and restaurant
 Organizing bookings
 Settling guest accounts
 Host responsibility training

**Waitaki District Council** Oamaru
 January 2013 – March 2013
***Data/Asset Collector*** Data Entry
 Geomedia
 Interaction with contractors
 GIS Software
 Research on behalf of Council **RYOS** Wellington
 January 2012 – April 2012

***Retail Assistant***

Customer Service

 Cash Handling/Eftpos

 Store presentation/Setting up displays

 Working on-site at the Stadium for Super Rugby/A-League games

  **The Warehouse**

Oamaru

June 2008 - January 2011

***Checkout Operator/Entertainment/Jewellery***

Customer Service

Service/Reception Desk

Cash Handling/Eftpos

Cleaning and general housekeeping duties

Organization of displays

Stock Take

Pricing and displaying stock

Communicating with other stores to get stock

**Education and training**

**Waitaki Girls Highschool**

**2006 - 2010**

**Oamaru**

NCEA Level 3, University Entrance

I achieved NCEA levels one, two (with Merit Endorsement) and three during my time at Waitaki Girls, as well as University Entrance. I was also awarded the Waitaki Girls Highschool Excellence Award and the Award for Excellence in Humanities and top of Classical Studies Year 13.

**Victoria University**

**2011 - 2014**

**Wellington**

Completed a double Bachelor of Arts in Criminology and International Relations with minors in Classical Studies.
Graduated May 2014.

**LearnTEFL
2015 – 2015
Seoul** I expect to complete my 150 Hour Masters Course in TEFL Education by the end of November 2015.