NOLUTHANDO THANDOLUHLE NGUBANE

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# Objective

Enthusiastic and certified TEFL teacher eager to leverage my training and passion for education to inspire and support students in their English language learning journey. Committed to creating a positive and engaging classroom environment that fosters learning and cultural exchange. Seeking an entry-level teaching position where I can contribute my strong communication, organizational, and interpersonal skills to help students achieve their language goals.

# Skills & Abilities

Comprehensive understanding of English grammar, phonetics, and language teaching methodologies. Proficient in creating engaging and effective lesson plans tailored to various learning styles and proficiency levels. Ability to provide support and encouragement to students, fostering a nurturing and encouraging learning environment.

# Experience

## 2023-2023 Administrative Assistant

### University of KwaZulu-Natal

* Office Management: Ensure the smooth running of the office by maintaining office supplies, organizing files, and overseeing office equipment maintenance.
* Scheduling and Coordination: Manage calendars, schedule appointments, and coordinate meetings for executives and staff, including booking meeting rooms and arranging travel itineraries.
* Communication: Handle incoming and outgoing correspondence, including emails, phone calls, and mail. Greet and assist visitors, ensuring a positive and professional experience.
* Documentation: Prepare, format, and distribute documents, reports, and presentations. Maintain accurate and organized records, both electronic and physical.
* Data Entry: Input and update information in databases and systems, ensuring data accuracy and confidentiality.
* Customer Service: Provide exceptional customer service by addressing inquiries, resolving issues, and helping clients and customers.
* Project Assistance: Support various projects by conducting research, gathering data, and preparing materials as needed.
* Event Planning: Assist in planning and organizing company events, meetings, and training sessions, ensuring all logistics are handled efficiently.
* Miscellaneous Tasks: Perform other administrative tasks as assigned, demonstrating flexibility and willingness to take on new responsibilities.

## 2022-2022 Customer Service Advisor

### CCI

* Customer Interaction: Respond to customer inquiries and complaints via phone, email, chat, or in person, ensuring timely and accurate information.
* Problem Resolution: Identify and resolve customer issues efficiently, escalating complex cases to supervisors or specialized departments when necessary.
* Product Knowledge: Maintain a thorough understanding of the company’s products or services to provide accurate information and assistance to customers.
* Account Management: Update customer accounts, process changes, and ensure all information is current and accurate.
* Feedback Collection: Gather customer feedback on products, services, and overall experience, and relay important information to relevant departments for continuous improvement.
* Crisis Management: Handle difficult or irate customers with patience and professionalism, aiming to de-escalate situations and provide satisfactory resolutions.

# Education

## Feb 2017-2019 Bachelor of Social Science

### University of Kwazulu-Natal

**Majored in Industrial Psychology & Labour Relations**

# certificates

* 120Hours TEFL certificate

# references

* Dr Zakwe

Director of Operations

University of KwaZulu-Natal

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* Mrs. Parshney

Team Leader

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