

# IAN GARDENER

## Professional Summary

Certified Level 5 TEFL instructor with a strong foundation in English language teaching, excellent communication skills, and a diverse professional background. Leveraging my adaptability, problem-solving abilities, and experience in customer service, I am eager to bring my passion for education to online English teaching. I have developed a solid understanding of how to engage learners, create effective lesson plans, and manage virtual classrooms. I travelled around India, Thailand and Vietnam after leaving school and fell in love with travel and learning about different cultures. After spending time as a stay-at-home parent since 2021 and moving abroad in 2023, I am excited to start a teaching career online.

## Experience

### Call Agent Serco Ltd Liverpool 07/2021 - 11/2021

- Working in Department for Work & Pensions, supporting customers with Universal Credit enquiries.
- Analysed complex customer issues quickly and accurately, offering viable solutions.
- Maintained confidentiality of customer data in accordance with applicable laws and regulations.

### Civil Enforcement Officer NSL Parking Provider Liverpool 11/2020 - 07/2021

- Ensured parking regulations are upheld and issue penalties when contraventions occur.
- Advised and guided public on parking requirements and provided support at busy, congested areas such as schools.

### Assistant Manager Black Buoy Inn Public House Essex 02/2020 - 09/2020

- Trained new employees in product knowledge, customer service protocols, cash handling procedures, and safety regulations.
- Facilitated the daily operations of the store, managing staff and inventory.



## Contact

Doha, Qatar

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English native speaker



## Skills for teaching

- **TEFL:** (Level 5 certified)
- **Computer Literacy:**  
Proficient using Zoom, Skype and other virtual teaching tools.
- **Cultural Awareness:**  
sensitive to the needs and challenges of learners from diverse backgrounds.
- **Communication:**  
Experienced supporting members of the public in person and on the telephone, maintaining a professional demeanor.
- **Training others:** Trained new employees in product knowledge, customer service protocols, cash handling procedures, safety regulations and laws.

## Certificates

Customer Services Level 2  
Certificate 2020

Security Industry Authority  
Certificate 2020

TEFL Level 5 The TEFL Academy  
2024

## Education

### **Bachelor of Arts (B.A.) 2:1: Theatre & Drama Studies**

Middlesex University - London,  
08/2008

### **Level 3 Access: Numeracy, History, Sociology, IT**

Colchester Institute - Essex,  
08/2005

### **BTEC Performing Arts**

Colchester Institute - Essex,  
9/1996 – 8/1997

### **GCSEs:**

**English Language A**

**Drama A**

**Religious Education C**

**Art C**

**English Literature D**

**Mathematics D**

**Science D**

**Technology D**

The Gilbird School - Essex,  
9/1991 – 8/1996

## Hobbies & Interests

Travel, model making, playing  
guitar, tabletop gaming & chess.

## Experience Continued

### **Grill Chef Wivenhoe House Hotel**

Essex 01/2019 - 01/2020

- Responsible for the running and preparation of food in the kitchen during the very busy breakfast period with up to one hundred covers daily.
- Provided meals for hotel workforce.
- Ordered stock and oversea rotation in accordance with food hygiene standards.
- Adapted well to changing menus or special requests from guests.

### **Events & Operations Supervisor Wivenhoe House**

Essex 01/2016 - 01/2018

- Organised events including corporate meetings, banquets, civil wedding ceremonies and wedding parties.
- Responsible for mentoring Edge Hotel School students in the Conference and Events Team. This included running sessions on licensing laws and till training.
- Ordered stock in the hotel bars.

### **Conference and Events Coordinator Marks Tey Hotel**

Essex 01/2015 - 01/2016

- Provided day-to-day administration and bookings for the Conference and Events Office, producing invoices and taking payments

### **Client services agent & Credit Controller Mach1 Couriers**

London 01/2010 - 01/2015

- Experience within several departments in a busy and evolving courier company. This ranged from Customer Services, Credit Control and Logistics.
- Provided a link between the riders and clients to get the courier to the right place at the right time in pressured environment.
- Liaised with clients over the phone and email to collect outstanding payments.
- Experience using Sage and excel to adjust spreadsheets once payments were received and produce weekly reports.

### **Retail Sales Associate Cashier CEX Ltd.**

London 08/2009 - 01/2010

- Gained experience in customer service and sales, providing excellent customer service with a friendly attitude.