**SINSIMILLA OSEI**

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# PERSONAL PROFILE

A dedicated and empathetic EFL teacher with a strong background in both customer service and education. With over a decade of experience in customer-facing roles and significant experience in remote work, I have successfully transitioned into teaching, where I apply my legal and customer service expertise to foster a structured, supportive, and engaging learning environment. Currently working as an EFL teacher on the Preply platform and as a homeschool teacher, I bring a passion for education, a commitment to student success, and the ability to adapt teaching methods to meet diverse learning needs.

**TEFL TRAINING**

**Level 5 168 Hour TEFL Certificate**

**The TEFL Academy UK Mar 24 – Aug 24**

* Created lessons for a variety of levels from pre-intermediate to advanced
* Teaching speaking, listening, reading and writing
* Material & resource creation, utilising the internet
* English grammar and how to teach the essential language
* Needs analysis and teaching in different situations
* Classroom management and teaching techniques

**EDUCATION**

# Brunel University, Uxbridge, London Sep 08 – May 12

Bachelor Honours Degree in Law (**2:2**)

Studying modules such as Consumer Law, Banking Law and Contract Law

# Barking College Sep 05 – May 08

National Diploma in Business (**Distinction**)

Particularly excelling in Economics

**Seven Kings High School**, Ilford, Essex **Sep 98 – Jun 03** **G.C.S.Es:** Eight A – C Grades including English, Mathematics and Science

**EMPLOYMENT**

**EFL Teacher
Preply | January 2024 – Present**

* Successfully taught dozens of adult students across the globe, focusing on improving their English language proficiency.
* Developed and delivered tailored lesson plans, adapting teaching methods to meet the diverse needs of students.
* Specialised in teaching English grammar, conversation skills, and exam preparation.
* Provided ongoing feedback and support to help students achieve their learning goals.

**Grammar Teacher
Classical Conversations Homeschooling Co-op | September 2023 – Present**

* Responsible for teaching grammar to students aged 4 to 7 years old in a homeschooling environment.
* Created and implemented engaging, age-appropriate lesson plans.
* Monitored student progress and collaborated with parents to ensure a comprehensive educational experience.
* Contributed to the homeschooling community by sharing resources and best practices.

**Senior Adjudicator and Staff Mentor
Financial Ombudsman Service | August 2012 – July 2021**

* Led mentoring and training initiatives for new employees, helping them develop the necessary skills to excel in their roles.
* Developed training materials and led workshops, reducing onboarding time and improving overall staff performance.
* Managed complex dispute resolution cases with empathy and professionalism, successfully resolving over 80% of cases without escalation.
* Collaborated with cross-functional teams to improve the customer complaint handling process, resulting in a 20% reduction in repeat complaints.

**Director of HR
Osei Management & Consulting Ltd | November 2021 – Present**

* Oversee recruitment and placement of staff for large-scale mechanical, electrical, and housing projects.
* Implemented strategic HR policies that significantly reduced contractor overpayments and enhanced profit margins by 25%.
* Played a key role in negotiations, client relations, and the overall improvement of business operations.

**Volunteer Creche Leader
Church Volunteer Role | February 2023 – Present**

* Responsible for overseeing the care and education of young children during church services.
* Planned and implemented activities that fostered a safe and nurturing environment.
* Coordinated with other volunteers to ensure consistent and high-quality care.

# KEY SKILLS

* **Lesson Planning and Curriculum Development -** Ability to design engaging and effective lesson plans tailored to various levels of language proficiency.
* **Classroom Management -** Skilled in creating a positive and structured learning environment that encourages student participation and minimizes disruptions.
* **Cultural Sensitivity and Awareness -** Understanding and respecting cultural differences, which is crucial when teaching students from diverse backgrounds.
* **Adaptability and Flexibility -** Ability to adapt teaching methods and materials to suit different learning styles and needs.
* **Communication Skills -** Strong verbal and written communication skills for explaining concepts clearly and effectively.
* **Language Proficiency -** Deep understanding of English grammar, vocabulary, and pronunciation, with the ability to teach these concepts clearly.
* **Student Assessment and Feedback -** Proficiency in assessing student progress and providing constructive feedback to guide their learning journey.
* **Creative Teaching Techniques -** Use of innovative and interactive methods, such as games, role-plays, and multimedia resources, to enhance learning.

# REFERENCES AVAILABLE UPON REQUEST