**BRIONY COLLINGS**

**Email:** brionymc97@gmail.com

**PROFESSIONAL SUMMARY**

Motivated and passionate TEFL-certified teacher with a strong foundation in English Language instruction and cross-cultural communication. Recently completed a comprehensive TEFL online program and applied skills in a summer school EFL position. Eager to apply skills in lesson planning, classroom management and student engagement to help learners achieve their goals. Adept at creating dynamic, student-centred learning environments that foster both language acquisition and cultural exchange. Excited to bring a fresh and enthusiastic approach to teaching abroad and make a positive impact on students lives.

**EMPLOYMENT HISTORY**

**July-August 2024**

**Summer School EFL Teacher – Embassy Summer (Wellington College, UK)**

* Developed and delivered student-centred English lessons to a diverse group of learners, ranging from A1-C1 levels.
* Designed interactive activities and games that enhanced students speaking, listening, reading and writing skills.
* Created lesson plans which incorporated cultural elements to enrich students’ understanding of English in real-world contexts.
* Managed classroom behaviour effectively, fostering a positive and inclusive learning environment.
* Provided constructive feedback to students, helping them overcome language barriers and build confidence.
* Maintained accurate records of student attendance
* Utilized technology and online/offline resources to enhance lesson delivery and engage students.
* Time-managed efficiently for 30hrs of teaching per week
* Taught between ages 10-17

**Sept 2023 – April 2024**

**Snow Sports Sales Agent – SilverStar Ski Resort, Canada**

* Provided exceptional customer service through both the call centre and front desk operations, handling enquiries and sales for snowsports packages and lessons.
* Processed reservations, bookings and transactions efficiently, ensuring accuracy in handling payments and maintaining records
* Addressed and resolved customer complaints and issues promptly
* Managed high volume of inbound calls, consistently meeting sales targets and performance goals
* Upsold additional services
* Maintained an up-to-date knowledge of snowsports products, promotions and resort amenities to give informed recommendations

**July 2022 – June 2023**

**Housekeeping Manager – Hotels Division Big White Ski Resort, Canada (Front Desk attendant July 2022-September 2022)**

* Oversaw the housekeeping department across 6 hotels
* Managed, coached, counselled and developed employees, maintaining discipline throughout
* Defined and accomplished departmental objectives each day
* Maintained impeccable service by enforcing quality and customer service standards; analysed and resolved customer service problems
* Worked well in a team with other division managers and also alone
* Accomplished staff results by clearly communicating job expectations
* Use of booking system RDP
* Hotel front desk training
* Cash handling and reconciliation
* Compiled product orders each week

**January 2022 – March 2022 Onslow Beach Resort/Hotel**

**Bar Western Australia - attendant/waitress/housekeeper**

* Early/late shifts
* Impeccable customer service
* Product knowledge plus hotel and area knowledge for guests
* Living onsite in remote Western Australia
* Cash handling
* Cleaning hotel rooms/restaurant
* COVID cleaning

**June 2021 – Nov 2021 Nanutarra, Western Australia**

**All Rounder Position – Receptionist/shop assistant/waitress**

* Responsible for opening and closing the shop
* End of day cash reconciliation
* Responding to email enquiries from customers/product suppliers
* Ordering products
* Organising motel/campground bookings
* Front desk for motel/waitress for restaurant
* General admin role
* Shop assistant
* Back-office responsibilities

**EDUCATION, CERTIFICATIONS AND TRAINING**

**Bachelor of Arts: Early Modern History 2:1**

**July 2018 -** Bangor University - Bangor (UK), North Wales

**TEFL Academy: Level 5 Diploma, 168-hour course**

**Completed April 2024**

**SKILLS**

* Organizational and time keeping
* Sociable
* Strong work ethic
* Confident
* Interpersonal skills
* Problem solving
* Technical skills
* Commitment to continuously learning and bettering myself

**Hobbies**

My passion is travel, I love learning about new places and immersing myself in the lifestyle and culture. I love to plan trips, for myself and for others. I also enjoy horse riding; in my opinion it is the best way to see new places! I spend a lot of my spare time reading and I am also very keen to learn new things.

**native english speaker**