

PRATIK NITYANAND RAO

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SUMMARY

Motivated and adaptable aspiring TEFL teacher (completed TEFL Level 5 course) with a strong background in customer service and engineering. Experienced in problem-solving, communication, and working with diverse teams, I bring excellent interpersonal skills and a patient, methodical approach to teaching. My engineering background has honed my ability to explain complex concepts clearly and manage multiple tasks efficiently, while my customer service experience has enhanced my capacity to engage and support individuals from various cultural and linguistic backgrounds. Eager to leverage my versatile skill set to foster a positive learning environment and contribute to students' success in mastering English as a second language.

EXPERIENCE

Freelance

Private Tutor - 03/2020 - Present

Hybrid/Remote Working, United Kingdom

- Delivered personalised tutoring for Mathematics, Physics, Chemistry and English to primary school, GCSE and A-Level students, providing support to improve grades and confidence.
- Developed bespoke lesson plans for individual students, resulting in improvement in academic performance and successful completion of exams.
- Assessed student progress regularly and adjusted lesson plans to ensure continued academic improvement.
- Provided specific exam preparation for Key Stage 3, GCSE and A-Levels, with over 90% students achieving their target grades.
- Worked with students to build organisational and study skills, resulting in improved time management and independent learning.

Barclays Bank UK plc

Customer Care Colleague - 01/2021 - 01/2025

Sutton, United Kingdom

- Managed inbound customer calls, by providing accurate information on account balances, transactions, and banking products.
- Assisted customers with troubleshooting issues related to online banking, mobile apps, and account access.
- Addressed inquiries regarding credit card transactions, loans, mortgages and account management with a focus on delivering efficient solutions.
- Maintained a customer satisfaction rate of over 90% by providing personalized assistance and resolving issues in a professional and empathetic manner.

- Processed financial transactions accurately, including fund transfers, bill payments, and account updates, in compliance with bank procedures and security protocols.
- Documented all customer interactions using the CRM system (Salesforce), ensuring accurate records for follow-up purposes.
- Proactively supported less experienced colleagues by leading development sessions for embedding best practices to align their professional and personal objectives.
- Supported the leadership team in identifying solutions for operational improvements to deliver exceptional customer service and enhance efficiency.

Essential Banker - 10/2017 - 12/2020

Leatherhead, United Kingdom

- Processed financial transactions with precision, ensuring the accuracy of cash handling, credit, and debit payments.
- Managed the cash register, balanced the tills at the start and end of shifts, and ensured accurate cash flow throughout daily operations.
- Managed daily cash reconciliation, identifying discrepancies and reporting them promptly to management.
- Accurately counted and verified large volumes of cash, ensuring proper sorting, classification, and alignment with currency standards.
- Maintained detailed records of cash counts, facilitating transparency and traceability in line with internal audit processes.

Independent Consultant

Singapore, India & Kuwait – 01/2016 – 08/2017

- Provided consultancy services to managers on project scheduling, budgeting, and manpower management, offering strategic insights to enhance project efficiency and resource allocation.
- Led the market research on supply, demand, fuel consumption and power generation for power plants in Southern India. This included engaging with state government officials to gather crucial information on current and future gas pricing tariffs, as well as supply and demand forecasts.
- Proactively supported the project team in Houston, USA by leading the technical calculations for various engineering equipment, ensuring precision and alignment with project requirements.
- Analysed and optimised project cash flow to determine the net present value (NPV) and internal rate of return (IRR) with the aim of demonstrating the project's feasibility.
- Negotiated techno-commercial and delivery terms for purchase of major equipment, verified technical specifications as per client requirements, and approved purchase orders on behalf of senior management.
- Proactively audited invoices totalling USD 1.5 million for reimbursement to the main contractor and vendors, while identifying and reporting an error of approximately USD 150K to senior management.
- Successfully negotiated a USD 15K deduction with the main contractor for invoices not within the project scope.

Keppel Shipyard Ltd

Project Engineer - 02/2013 - 07/2014

Singapore

- Supported the multidisciplinary project team on a large-scale research project by developing engineering simulations, equipment datasheets, and technical drawings to support project goals.
- Developed and negotiated preliminary techno-commercial proposals with vendors for the transportation, supply, and installation of engineering equipment.

Engineer (Project Management Team) - 08/2011 - 01/2013

Singapore

- Spearheaded a team of engineers and foremen to effectively oversee and manage various construction activities in the shipyard.
- Managed the logistics of building materials from suppliers to the shipyard, coordinated site activities across various construction departments, and served as the interface between clients and the project team.

ExxonMobil Asia Pacific Pte Ltd

Intern Process Engineer - 07/2007 - 06/2008

Singapore

- Supported site safety engineers in Houston, Singapore, and Kuala Lumpur to enhance a state-of-the-art operational risk management system, enabling the tracking of hazards, consequences, and mitigation measures.
- Assisted process engineers during the conceptual design phase of an engineering project by conducting data simulations and estimating optimal design and operating parameters.

EDUCATION

- 2nd Level Master in Petroleum Engineering & Operations - 10/2014 - 10/2015
Politecnico di Torino (Turin, Italy)
- MSc in Engineering with Business Management - 09/2009 - 09/2010
King's College London (London, United Kingdom)
- BEng in Chemical Engineering - 09/2005 - 06/2009
University of Surrey (Guildford, United Kingdom)

CERTIFICATION

- Level 5 Teaching English as a Foreign Language (168 Hours)
The TEFL Academy

LANGUAGES

English - Native

Hindi – Proficient

SKILLS

- Customised lesson planning
- Student progress tracking
- Exam preparation
- Effective communication
- Time management
- Problem solving
- Motivational techniques
- Adaptability & flexibility

**References will be provided on request*