

# Naydene Donnay Pekeur

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## Professional Summary

Dynamic and resourceful professional with a strong background in customer service and administrative support. Skilled at managing tasks independently, effectively communicating in both English and Afrikaans, and thriving in fast-paced environments. Proficient in remote collaboration tools and committed to delivering exceptional results. Seeking opportunities in remote work, receptionist roles, call centers, and government positions where my problem-solving abilities and proactive mindset will add value.

## Key Skills

- **Language Proficiency:** Fluent in English and Afrikaans, enabling effective communication across diverse student populations.
- **Teaching Skills:** Expertise in TEFL methodologies, lesson planning, and classroom management tailored for English learners.
- **Office Administration:** Skilled in scheduling, record keeping, data entry, and multitasking. Proficient in Microsoft Word and Office applications.
- **Remote Work Proficiency:** Expertise in virtual communication platforms like Zoom, Microsoft Teams, and Google Workspace.
- **Customer Service Excellence:** Proven ability to engage with clients professionally and provide tailored solutions.
- **Time Management and Organization:** Strong ability to prioritize, meet deadlines, and maintain accuracy under pressure.
- **Adaptability and Problem-Solving:** Quick learner with a proactive approach to resolving issues and embracing challenges.

## Work Experience

Cashier | Ice Burg | December 2023 – Present

- Delivered exceptional customer service and managed inquiries via phone and in person.
- Maintained store operations, restocked inventory, and ensured cleanliness and organization.
- Assisted with administrative tasks, such as managing schedules and answering calls, showcasing office skills.

**Cashier | Roman's Pizza | January 2023 – August 2023**

- Handled orders efficiently while maintaining a high standard of customer service.
- Supported store operations with inventory restocking and answering customer inquiries promptly.

**Promoter | Nicky's Spotlight Promotion | February 2020 – April 2020**

- Boosted brand visibility and sales by engaging with customers and promoting products effectively.
- Developed strong interpersonal and persuasive communication skills, transferable to teaching.

**Packer | Winner's Supermarkets | March 2018 – January 2019**

- Collaborated with cashiers to package goods and assist customers, ensuring a positive shopping experience.
- Organized shelves and inventory to maintain a tidy and customer-friendly environment.

**Education**

**Safety in Society NQF Level 4 | Northlink College | 2019 – 2022**

- Developed foundational knowledge in societal safety and organizational management.

**Grade 10 | Leiden High School | 2017**

- Built communication and interpersonal skills essential for teaching and administration.

## TEFL Certification | EduCourse | 2025

- Completed internationally recognized TEFL certification, with training in teaching methodologies, lesson planning, and student engagement.

## Languages

- **English:** Fluent
- **Afrikaans:** Fluent

## Hobbies

- Reading and skill-building to enhance professional growth.
- Exploring innovative teaching methods and techniques to engage learners.