

# Thobeka Mhlongo

Foreign Language English Teacher

## Bio

9501290440088	15 Burton Avenue,	061 499 3404
Female	Pelham,	thobekatzmhlono2@gmail.com
African/Black	Pietermaritzburg,	
Code B/10 driver's licence	3201	

## Profile

Deadline-driven with strong time management. Innovated social metrics strategy resulting in 25% increase in weekly engagement. Organised, energetic, self-motivated, committed, insightful, analytical.

## Experience

### MPC Connect/ English Foreign Language Teacher

28 February 2024 - current, Umhlanga, KZN

#### Wall Street English

Lesson Planning - Teaching English Language Classes - Assessment and Evaluation - Cultural Integration - Monitoring Progress - Engage students globally (Chinese, French, Colombian)

### KwaZulu Natal Department of Education / Communications Officer

October 2020 - October 2022, Pietermaritzburg, KZN

#### Social Media Specialist

Facebook, YouTube, Instagram, Twitter & Website admin - Monitor & respond to comments & Frequently Asked Questions - Best practice & consistent brand voice - Social & digital marketing campaigns - Maintain content calendar - Track metrics, (e.g. incl Google Analytics) - Graphic design -Editing software (Video editing, Photoshop / Illustrator) - Media Relations

#### Journalist

Monthly newsletter content creation for KZN EduNews - Create credible captions, media statements, circulars, advisories & Office of the Premier reports - Writing for Google Ads campaigns - Transcribed 2022 SONA and SOPA - Feature stories - Meeting minutes - Conduct interviews

#### Call Centre Agent

Organising meetings - Monitoring National Senior Certificate exams by District - Respond to client queries - Compiling duty roster - Circulate internal documents to inform & align team - Telephone Etiquette

### Voice Over / Clients:

August 2019 - Current, remote

Jet (Disney Frozen clothing range) - False Bay College - Joe Public United

### Ovuwa Cultural Ensemble / Administration Committee

August 2015 - June/2018, Pretoria, GP

Plan sessions & logistics - Develop vision & mission statement - Review progress of meetings & performance - Organise fundraising - Drafting action plans - Delegate duties - Compile reports - Strategic planning initiatives

### Newcastle Christian Mission / Assistant Youth Counsellor

March 2014 - May 2016, Newcastle

Counselling youth in choosing subjects - Organised study groups - Tutoring English

### Morester Children's Home / Volunteer

May 2012 - Nov 2014, Newcastle

Assisting nurses in the daily care of young children - Assisting in daily maintenance of premises.

## Education

### **The TEFL Academy / TEFL**

2024, Remote

### **Mancosa / Postgraduate Diploma in Business Management**

2023 - current, Centurion

### **University of Pretoria / Bachelor of Arts in Psychology**

2014 - 2018, Pretoria

### **South African Voice Over Academy / Certificate**

2019, Centurion

### **St Dominic's Academy Newcastle / National Senior Certificate**

2009 - 2013, Newcastle

## Skills

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### **COMMUNICATIONS**

PR - Business writing - Email marketing - Events management - Managing Google Analytics, Google Ads, Facebook Ads Manager, SEO/SEM tools & marketing automation software - Pitch to clients - Copywriting - Creative writing

### **TEACHING**

TEFL/TESOL - Teaching experience - Education training - Support services - Teaching skills - Online teaching

### **IT**

HTML, JavaScript and CSS - CMS (WordPress, Drupal, Umbraco, Joomla) - Microsoft Office (PowerPoint, Excel, Word) - SPSS Software - Artificial Intelligence (AI)

### **RESEARCH**

Interviews - Opinion polls - Data collection & analysis - Information Systems & Records Management - Graphical tabulation - Describing location, spread & skewness - Statistical analysis & sampling distributions - Central limit theorem & probability - Categorical analysis - Testing goodness of fit - Contingency tables

### **BUSINESS**

Accounting & Financial management - Cross-check invoices - Strategic Marketing - Budgeting & quality assurance - Billing statements - Check business to business documents - Organisational behaviour - Collaborate with different business units - Team, leadership & negotiation skills - Information and knowledge management - Compiling competitive sales-edge focused documentation

### **HUMAN RESOURCES**

Batho Pele Principles - POPIA - Labour & Private Employment Agency legislation & regulations - Public Service Act - Monitoring performance - International Labour Organization conventions - Assessments - Departmental Policies, Procedures & Guidelines

### **VOICE OVER**

Marketing and professionalism - Booth etiquette - Reading comprehension - Voice modulation - Acting

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## References

Muzi Mahlambi

Nonkululeko Ngcobo

Communications Head of Department (KZNDoE) Deputy Director (KZNDoE)

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