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| Objective My objective is to find a firm that will allow me to grow as a professional and as an individual. I aim to partner with a company that likewise adopt this forward-thinking mentality. I have worked in the education sector first as a English Teacher and then a Team leader for more than 10 years and have gained valuable skills and experience which I aim to take forward with me in the next step of my career. I also have relative experience in the security industry and customer service. I’m ambitious, willing to learn and ready to challenge myself. Skills  * Willingness To Learn * Organization * Problem Solving * Adaptability * Teamwork * Open minded * Effective Communication * Welcoming Personality * Leadership * Microsoft Office competent * Curriculum Map Development * Public Speaking * Excellent Listener | |  | | --- | | Toby WilliamsTel: +447778149581 Nationality - British EMAIL: [Tobyew1@yahoo.co.uk](mailto:Tobyew1@yahoo.co.uk) Age – 38 |  ExperienceESL Team Leader bilingual Department • The Macduffie School (Tianjin) • August 2020 – July 2022 Lead a team of four ESL instructors to give and maintain a high standard of ESL lessons to middle/high school students.   * Curriculum Map Development, * Improve structure of lessons, * Class/Teacher Observations, * Teacher Training, * New staff orientation  Middle School ESL Teacher • The Macduffie school(Tianjin)• October 2019 – June 2020 Taught Middle/High school classes of between 30-40 students (In class and Remote) English in preparation for their college entrance exam (gaokao)   * **Role included:** Plan lectures and assignments * Assist students in preparation for exams * Communicate with Parents about students’ progress * Represented the school in Education Bureau Observations  ESL Instructor• Webi International English (TIANJIN)• February 2017 – October 2019 Teaching students 18+ ESL. Often sent to companies to help develop business English standard of staff. Companies include Samsung, Nestle. ESL Teacher (Jinan, China)Lucky International (December 2015 – January 2017)New Channel (March 2015 – June 2015)World English (March 2013 – December 2015) Adult training Centers teaching conversational/business English. Preparing students to take IELTS exam. Host weekly English corners to classes of 20-50 students.  ESL TEACHER • Aston English • February 2010 – January **2013** Teaching children from ages 4 – 14. Taught using Let’s Go (4th Edition Oxford) Responsibilities: Preparing quality lessons, weekly lesson planning, educational activities (Sports day, Dramas, Musicals) ESL TEACHER • Linyi University (Linyi, China) • September 2009 – February 2010Teaching English language students’ beginner – advanced ESL. Hosted weekly movie clubs, sports clubs. translate official school documents and correspondents.Sales Representative •JJB Sports • July 2007 – September 2009Providing proactive customer service,Receiving and processing incoming orders.Handling product returns or exchanges in a timely and efficient manner.Delivering information about companies’ offerings.Greeting customers in a friendly, pleasant manner  * Handling customer complaints * Resolving issues and technical problems.  Security SupervisorTSS Total Security (September 2006 – May 2007)Elite Security (May 2005 – August 2006)Protection of property, employees and visitorsMonitoring surveillance systems.Providing detailed reports daily activities/incidentRegular Patrol of premiseCall Centre Operative • Elite Kitchens • february 2004 - May 2005Enter personal customer information into databases as collected upon forms or spreadsheetsReview all data for errors and report any unusually findings to managementCollect and determine completion of all information before entering data into software programsScan and print required documents needed to collect information for data entryWork following privacy guidelines as dictated by company protocolBarmanChicago Rock Café (May 2004 - August 2004)Fever Nightclub (August 2003 - May 2004)Legends Nightclub (January 2002 – July 2003)Sales Assistant (Part-Time) • Woolworths PLC • October 2001 – December 2001EducationUdemy: Hotel Management • Hospitality and Services – May 2022Cognia Certified - November 2021 (ITC) Intensive Tefl Course - Accredited by ACTDEC - June 2007  City & Guilds BIIAB Level 2 - National Certificate for Door Supervisors   * Unit 1 - Roles & Responsibilities * Unit 2 - Conflict Management   BA – Information Technology • 2006 • University Of Salford  Edexcel GNVQ Information Communication Technology • 2002 • Northampton College – Grade: Pass Experiences / Achievements Created a school induction plan for new students to the Macduffie School (Tianjin) - 2020  Hosted the annual Magnolia Day show at the Macduffie School (Tianjin) – November 2020  Represented the Macduffie school (Tianjin) in the yearly Education Bureau Inspections – 2020/2021  Hosted a weekly ‘Movie Club’ Web International English / The Macduffie School (Tianjin)  **Awarded numerous certificates for teaching ability such as:**  Most outstanding teacher (Aston International 2011, Webi English 2017) |