



## **Claudene Riddin**

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ADDRESS: 10 Kingston Place, Marina Martinique, Jeffreys Bay, 6330

NATIONALITY: South African Citizen

MARITAL STATUS: Single

HEALTH: Excellent

Clean full driving licence (car and motorcycle)

### **TEFL TRAINING**

#### **Level 5 TEFL Diploma - The TEFL Academy, UK**

Course included: - Creating lessons and teaching materials for a range of levels from Elementary to Advanced

- Teaching speaking, listening, reading and writing
- Material & resource creation, utilising the internet
- Needs analysis and teaching in different situations
- Classroom management and teaching techniques
- Language analysis – vocabulary, grammar and pronunciation

### **HOBBIES AND INTERESTS:**

Psychology, mental health and people in a social context, including personality and developmental paradigms, behaviour and intervention / Travel / Education / Cultural Diversity and cross-cultural dynamics / reading and research for self-growth and obtaining greater knowledge / cooking / keeping fit

## **PROFILE AND RESUME OBJECTIVE**

I am fascinated by humankind, the mind and human behaviour. These interests drive my passion for life and it defines me as an individual in our complex and ever evolving world. I endeavour in continuous studying in order to grow my potential and field of knowledge. My studies and interests have included Psychology with a major in Counselling & Communication and teaching English as a foreign language. I have extensive experience in office administration, service orientated skills, academic writing, data capturing etc. I am seeking an important and meaningful role in which I can apply any, or all, of my innate and learnt skills.

I am an incredibly dedicated worker. Due to my obsession with fulfilling the positive well-being of all people, children and adults, and ensuring and assisting in that they obtain their goals, making meaningful change and providing quality growth to peoples' lives remains a key part of my core ethos. Together with my mindful, empathic and active listening skills, I am a passionate leader with the capability to work as part of a diverse team. I also enjoy and embrace working independently and productively, by solving problems logically and practically. I value order and sustain a rigorous work ethic. I pride myself on taking accountability for my actions and ownership of my decisions in any role. Being an enthusiastic leader, I believe communication is key.

Given the opportunity, I will contribute fruitfully toward my position with strict adherence in achieving the company's organisational goals and values.

## **SKILLS:**

- Communication, interpersonal and leadership skills
- Administration and office management
- Insurance competency
- Computer literate
- Attention to detail
- Active and empathic listener
- Managerial and organisational skills
- Martial Arts – 1<sup>st</sup> Dan Shotokan Karate

## **TERTIARY EDUCATION & COURSES**

2022 – The TEFL Academy - Diploma Level 5

2019 – 2021: SACAP (The South African College of Applied Psychology)

- Psychology, Major in Counselling and Communication Higher Certificate

2008 – 2016: **UNISA / ACADEMY OF LEARNING / UNIVERSITY OF PORT ELIZABETH (Nelson Mandela University)**

Ongoing regulatory competency studies for Business Management in the insurance industry, including:

- FAIS
- Certificate of Proficiency awarded by The Insurance Institute of South Africa
- IISA Programme in Short Term Insurance NQF 5

2001/02: International Educational & Cultural Exchange Program (Vermont, USA)

2000: Matriculated at Westering High School

### **WORK EXPERIENCE:**

#### **2017 - 2022: SOMERSET 'ON MAIN' RESTAURANT / GRILL & BAR MANAGER**

- responsible for cash flow, staff, shift, stock and conflict management
- personal assistant and report to owner
- cash management and day end financials
- equipment, vehicles and premises upkeep and maintenance
- stock control, collection, purchase (includes travelling to closest city for stock)
- placing of orders (food and beverage)
- responsible for company insurance policy and claims
- responsible for menu contents and sufficient stock control
- marketing and social media management
- HR and ensuring team well-being
- bartender/waitor/restaurant hostess/manager
- Customer service
- Maintaining positive relationships with existing customers
- Training new members of staff in all areas (waitors/bartenders/kitchen staff/cooks etc.)
- conflict management (customers, staff and suppliers)

#### **2015 - 2016: ADMINISTRATION MANAGER AT ARC**

Office management, insurance underwriting and claims

- managed small team of consultants
- telephonic and face to face consulting and communication with clients and industry related professionals
- provision of quotations, issuing of new policies and administration and maintenance of existing policies

- reporting to company director daily
- ongoing industry studies to maintain industry competence (FAIS / NQF4&5)

#### 2008 - 2014: PERSONAL LINES INSURANCE CONSULTANT at SOUTHSURE BROKERS (PTY) LTD

##### Underwriting & Claims

- telephonic and face to face consulting and communication with clients and industry related professionals, assessors, specialists, technicians etc
- provision of quotations and issuing of policies
- amending/endorsement and maintaining of policies (CIMS/CARDINAL)
- preparation of payments, premiums, reimbursements and refunds
- administration and processing of claims (CIMS/CARDINAL)
- reporting to management and company director/s daily

#### REFERENCES:

Erika Riddin, Business Owner - Somerset On Main Restaurant

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Major Marlene Burger - South African Police Service - Port Elizabeth

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Debbie Jordaan, Director - Southsure Brokers (PTY) LTD

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