



Curriculum vitae

Personal Information

FIRST NAME / SURNAME	Lakshmi Chetty
ADDRESS	Umhlanga Ridge, KZN, South Africa, 4319
TEL	+ 27 (0) 72 297 7411
EMAIL	lakshmi.chetty@outlook.com
NATIONALITY	South African
GENDER	Female

Work Experience

DATE	September 2010 - December 2019
POSITION	LIFE COACH
RESPONSIBILITIES	Using a synthesis of Western & Eastern psychology and philosophy, I facilitated one on one coaching / mentoring sessions and group workshops.
EMPLOYER / ADDRESS	Self employed, Umhlanga Ridge, KZN
TYPE OF BUSINESS	Personal development

DATE	August 2006 - July 2009
POSITION	NATIONAL PEOPLE DEVELOPMENT MANAGER - HR & TRAINING
RESPONSIBILITIES	Responsible for countrywide adherence to legislation and company strategy through quarterly countrywide audits.

Facilitate change and diversity in accordance with the Employment Equity Act and the Skills development Act as well as BBBEE compliance.

Effective attraction and retention of staff through HR best practices.

Management, mentoring and coaching of the SETA registered learnership programme countrywide.



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Management, design and development of business specific training material and programmes based on gap analysis.

Facilitation of all in-house soft skills training programmes including company Induction Programme.

Management and training of trainers countrywide.

Effective reporting on strategy to the Senior Leadership Team (myself as a member).

EMPLOYER / ADDRESS

TYPE OF BUSINESS

UTi, Freight Forwarding, Gauteng

Freight Forwarding

DATE

November 2005 - July 2006

POSITION

[TRAINING OFFICER](#)

RESPONSIBILITIES

Facilitation of all in-house training programmes

EMPLOYER / ADDRESS

UTi, Freight Forwarding, Gauteng

TYPE OF BUSINESS

Freight Forwarding

DATE

October 2000 - October 2005

POSITION

[SALES EXECUTIVE](#)

RESPONSIBILITIES

Responsible for the procurement, retention and management of new business.

EMPLOYER / ADDRESS

UTi Sun Couriers, Durban

TYPE OF BUSINESS

Road Logistics

DATE

December 1996 - September 2000

POSITION

[SENIOR RESERVATIONS & TICKETING / AIRPORT
FLIGHT DEPARTURE CONTROL](#)

RESPONSIBILITIES

Reservations, ticketing and airport flight departure management

EMPLOYER / ADDRESS

Singapore Airlines, Durban, South Africa

TYPE OF BUSINESS

Travel and Tourism



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DATE	February 1994 - October 1995
POSITION	AIRPORT RESERVATIONS, TICKETING & CHECK-IN AGENT
RESPONSIBILITIES	Airport reservations, ticketing and check-in.
EMPLOYER / ADDRESS	South African Airways, Durban, South Africa
TYPE OF BUSINESS	Travel & Tourism

Education and Training

DATE	2021
QUALIFICATION AWARDED	HONOURS IN PSYCHOLOGY - CUM LAUDE
PRINCIPAL STUDIES	Psychological Counselling
INSTITUTION	University of South Africa
DATE	2017 - 2020
QUALIFICATION AWARDED	BA - HEALTH SCIENCES & SOCIAL SERVICES - SPECIALISATION IN PSYCHOLOGICAL COUNSELLING - CUM LAUDE
PRINCIPAL STUDIES	Major in Psychological Counselling / Minor in Public Administration
INSTITUTION	University of South Africa
DATE	2020
QUALIFICATION AWARDED	- QUALIFI LEVEL 5 CERTIFICATE IN TEFL (168 HOURS) - TEACHING ENGLISH ONLINE & ONE ON ONE (30 HOURS) - CLASSROOM TEFL COURSE (20 HOURS)
PRINCIPAL STUDIES	Teaching English as a foreign language
INSTITUTION	TEFL ACADEMY
DATE	2007
QUALIFICATION AWARDED	- FACILITATION, COACHING & MENTORING - LEARNING MATERIAL & PROGRAMME DESIGN
PRINCIPAL STUDIES	Education & training
INSTITUTION	Institute of People Development



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DATE	2006 - 2007
QUALIFICATION AWARDED	SECTOR EDUCATION, TRAINING & DEVELOPMENT
PRINCIPAL STUDIES	Conduct outcomes based education, developing training programmes, material development, planning events, preparing learning aids, facilitation, coaching, mentoring, using different training methodologies, assessment, moderation, one on one training on the job including train the trainer
INSTITUTION	Education, Training and Development Sector Authority
DATE	2003 - 2006
QUALIFICATION AWARDED	DIPLOMA IN MARKETING MANAGEMENT
PRINCIPAL STUDIES	Marketing and Sales
INSTITUTION	IMM - Graduate School of Marketing
DATE	2002
QUALIFICATION AWARDED	DIPLOMA IN MANAGEMENT DEVELOPMENT
PRINCIPAL STUDIES	Business Management Skills
INSTITUTION	University of Durban Westville
DATE	2002
QUALIFICATION AWARDED	- MENTORING - INTRA / INTERPERSONAL WORKSHOP - BUSINESS SKILLS DEVELOPMENT - BUSINESS ENRICHMENT
PRINCIPAL STUDIES	Mentoring, personal growth & communication skills, dealing with change, job analysis and interviews, teamwork, planning and presentation skills, assertiveness, mediation & negotiation skills, managing time & stress, management styles, business etiquette & finance, how to improve self image & self esteem, communication - listening & questioning, cultural diversity, motivation, managing conflict and interpersonal skills
INSTITUTION	Skills for Life



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DATE	2002
QUALIFICATION AWARDED	PRESENTATION SKILLS
PRINCIPAL STUDIES	Creating and delivering presentations
INSTITUTION	Pro-Active Communication
DATE	2000 / 2006
QUALIFICATION AWARDED	- PROFESSIONAL SELLING SKILLS - TOOLS FOR EXCELLENCE (TRAIN THE TRAINER)
PRINCIPAL STUDIES	Sales, training and coaching
INSTITUTION	Achieve Global
DATE	1994 - 2009
QUALIFICATION AWARDED	VARIOUS CUSTOMER SERVICES, SOFT SKILLS AND JOB RELATED TRAINING
PRINCIPAL STUDIES	Customer relations and job related hard & soft skills
INSTITUTION	South African Airways, Singapore Airlines & UTi in - house training department
DATE	1993
QUALIFICATION AWARDED	- CERTIFICATE OF TRAVEL AGENCY COMPETENCE - TOURISM EUROPE
PRINCIPAL STUDIES	Travel and Tourism
INSTITUTION	Rapid Results College / Institute of Travel Management

Skills and Competences

LANGUAGE SPOKEN	English
OTHER LANGUAGE(S)	Basic Afrikaans & Italian
SOCIAL SKILLS AND COMPETENCES	- Emotional maturity (professionalism) - Multi-cultural awareness & interpersonal skills - Non verbal and verbal active, empathic listening skills - Non verbal, verbal and written communication skills - Ownership (personal responsibility & accountability) - Collaborative & cooperative



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ORGANIZATIONAL SKILLS AND COMPETENCIES

- Process & results driven
- Planning, strategizing & decision making
- Implementation & control
- Evaluation and measurement
- Team leadership & delegation
- Strong work ethic / conscientious
- Training, coaching, mentoring, teaching

COMPUTER SKILLS

MS Word, Excel, Powerpoint, ONENote

Additional Information

REFERENCES

[Vanessa Whitehead \(VP - HR, UTi Freight Forwarding\)](#)

Tel: + 27 (0) 82 908 9120

[Veronique Taylor \(Sales Manager, UTi, Road Logistics\)](#)

Tel: + 27 (0) 73 099 4735

[Mel Massyn \(Previous Sales Manager, Singapore Airlines\)](#)

Tel: + 27 (0) 83 381 6698

[Jane Ackerman \(Previous PRO, South African Airways\)](#)

Tel: + 27 (0) 73 892 9265