

SHANAY MOONESUR

South Africa · +2765 869 5930

shanay1107@gmail.com

I am a hard-working and energetic team player with 2+ years' experience in a customer service role and I am always willing to learn new skills. I have learnt responsibility, patience, kindness, and I love helping people. I also get to work with children while at work and it is always a pleasure playing with them and keeping them company. I have a driver's license and I am in my third year currently pursuing my Diploma in Public Relations at the University of South Africa.

EDUCATION

DECEMBER 2022

DIPLOMA IN PUBLIC RELATIONS, UNIVERSITY OF SOUTH AFRICA

SEPTEMBER 2021

LEVEL 5 CERTIFICATE IN TEACHING ENGLISH AS A FOREIGN LANGUAGE, THE TEFL ACADEMY

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, utilizing the internet.
- Needs analysis and teaching in different situations.
- Classroom management and teaching techniques.
- Language analysis – vocabulary, grammar, and pronunciation.

DECEMBER 2018

GRADE 12, VERULAM SECONDARY SCHOOL

Subjects include:

- Math's
- English
- Life Sciences
- Life Orientation
- Accounting
- Business Studies
- Afrikaans.

EMPLOYMENT

18/02/2020 – PRESENT

WAITRESS, TSOGO SUN CAFE FELIX

Key responsibilities:

- Greet customers, present menu, answer questions, and make menu recommendations.
- Serve and clear food and drinks following correct etiquette.
- Provide excellent service.
- Follow health regulations.
- Maintain a safe and clean working environment.

17/11/2019 - 04/01/2020

CASHIER, MR PRICE

Key responsibilities:

- Greet customers, answer customer inquiries.
- Register sales by scanning items and bag purchases.
- Help customers locate items in store.
- Maintain a clean working area.

SKILLS

- Writing skills
- Problem-solving skills

- Time management skills
- Communication skills
- Creative thinking

HOBBIES

I love travelling to different places and I enjoy meeting new people and experiencing different cultures. I also love music and I used to sing in a choir at my previous church. I also love playing cricket and reading.

REFERENCES

Mr Price: Unathi, +2743 726 0082

Cafe Felix: Clinton, +2764 862 7205 or +2772 325 5168

This is to certify that

Shanay Moonesur

has achieved the following qualification:

**Qualifi Level 5 Certificate in Teaching English
as a Foreign Language (TEFL) (The TEFL Academy) (RQF)**

Qualification Number: 603/3835/0

Awarded on: 27th September 2021

Certificate Number: SIDZA189013

Guided Learning Hours: 168



Jason Goodyear
Responsible Officer



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