

## PROFILE



## ABOUT ME

I have a Master's degree in strategic leadership and a Diploma in TEFL. I enjoy being creative and creating course content and artwork and I am keen to use this creativity to create stimulating lessons to inspire a class. I am a qualified corporate trainer who trains on various subject matters to people of all ages and demographics.

## HOBBIES & INTERESTS

I enjoy traveling and exploring the outdoors as well as creating content in the form of presentations, pictures, or videos. I also enjoy playing interactive board games.

## DALPHINE FRANCIS

### PERSONAL DETAILS:

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**Address:** Bon cretion Road, Pomona, Kempton Park, South Africa

**Date of birth:** 22 May 1995

**Nationality:** South African

### TEFL EDUCATION

#### **Qualifi Level 5 Diploma in Teaching English as a foreign language (168 hours) - The Tefl Academy (2023)**

- Ofqual regulated level 5 qualification, DEAC approved.
- Lesson planning
- Classroom Management
- Teaching vocabulary and pronunciation,
- Teaching receptive and productive skills,
- Teaching grammar,
- Materials development for face-to-face and online lessons.
- Assessed lesson content for A1-C2 level students.

#### **Teaching Young Learners (TEFL) (30hrs)- The Tefl Academy (2023)**

- Accredited short course specializing in teaching young learners.
- Specific business English skills
- Typical business English vocabulary
- Needs Analysis
- Telephoning Situations
- Small Talk
- Job Interviews
- Report - Review
- CV Writing

#### **Teaching Business English (TEFL) (30hrs) - The Tefl Academy (2023)**

- Accredited short course specializing in adult learners.
- How does children's learning develop?
- Stages - Aged 4 years to 18 years
- Behaviorism
- Teen Games
- Lesson Planning

#### **Teaching Online &1:1 English (TEFL) (30hrs) - The Tefl Academy (2023)**

- Accredited short course specialising in teaching learners online.
- Synchronous and asynchronous learning
- Blended learning
- Changing a classroom lesson plan to an online lesson plan
- Planning for one-to-one lessons
- Anticipating problems

## EDUCATION & COURSES

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### **Destiny Collage International (2017 -2022)**

Master's Degree in Strategic Leadership

### **Project Management (2016- 2017)**

Graduated from Project Management NQF4

### **Media Works (2021 -2022)**

Graduated from Training Assessor

### **Expeditors International (2020-2021)**

Certified Trainer

### **Wordsworth High (2009-2013)**

National Senior Certificate Subjects: English, Afrikaans, Mathematics literacy, Economics, Business Studies, Consumer studies

## WORK EXPERIENCE

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### **Expeditors International (Lead customer service + Trainer)**

#### **Training:**

- Training new staff on the operations and system process
- Assisting with Bee certificates and social economic development
- Vetting Ngo's
- Coordinating events/ outreaches for the social economic department.
- Preparing new hire / Welcome packs for new employees
- Facilitation planning
- Assessing training
- Introducing change successfully within the department
- Defining performance and training issues. Developing training courses and planning lesson plans
- Planning, designing individual courses, and materials, and gathering reports on the quality training.
- Convert designs into actual learning tools.
- Create supporting learning documents like facilitator guides.
- Adult learning principles
- Design learning curriculums that can be adapted for classroom-based training or an e-learning platform.
- Assessing current training needs for the employees and support areas
- Ensure new hires undertake mandatory training products during and after training.
- Coordinate training/coaching/mentoring activities
- Provides training schedules and agenda.
- Conduct on-the-job training to improve customer service delivery.
- Assisting with mentoring colleagues on their study and career goals.

#### **Reporting:**

- Ensure accurate and timely data entry into the operational system.
- Track and Trace Ocean Export Files and reporting
- Analyze files with profit and losses.
- Manage unpaid debtors and vendors reports.

- Updating Clients SOP
- Implementing the SOP with the client and internal customers.

#### **Operations:**

- Ensure documents are timely sent and Shipping notices are communicated to overseas offices and customers.
- Ensure accurate and timely client and vendor billing.
- Interact with our customers in arranging their international shipments.
- Meet compliance regulations and internal and external policies.
- Promote compliance by diligently following all company policies and regulations and performing the task.
- Arranging for cargo to be stored at a warehouse or depot when problems occur.
- Arranging for the customs entries and VOC
- Arranging for cargo dues
- Filing AMS and ISF filing
- Filing Canada and Europe filing
- Identify and arrange dangerous goods cargo.
- Arrange for abnormal and Temperature controlled cargo.
- Arrange shipping orders for break bulk cargo.
- Following international laws by complying with the correct documents and certificates required by the different countries.
- Communicating with various transporters, service providers, and shipping lines.
- Ensuring that KPIs are met if not proving a root cause analysis and solutions.
- Improving the operations process and dealing with difficult customers.
- Arranging for marine insurance when necessary

#### **Finance:**

- Responsible for investigating, analyzing, and controlling inaccurate contract rating and invoicing.
- Providing root cause analysis with solutions to identified service failures.
- Redirect queries related to incorrect billings to operations.
- Sending document pack to the client

**Duration** –2018 October – Current

#### **SKILLS**

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Planning; Time management; Data Analysis, Communication; Decision making; Conflict Resolution; Leadership, Adaptability; Teamwork; Creativity Effective interpersonal skills, including proven abilities to listen, comprehend, and effectively communicate clearly and concisely to obtain positive results; Pro-active; Strong organizational skills; Good Microsoft Office and Computer skills; Adult learning skills, assessor and training skills and Fluent in English

#### **REFERENCES**

Available upon request.