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# NALIYAH CHINAPA

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647-406-5379

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## ABOUT ME

I am a degree educated and qualified EFL teacher. I enjoy using my creativity to produce stimulating lessons to inspire and engage a class. I work well in a team and can communicate effectively at all levels and ages.

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## TEFL TRAINING

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### **Level 5 168 Hour TEFL Certificate – The TEFL Academy, UK.**

- Created lessons for a variety of levels from pre-intermediate to advanced
  - Teaching speaking, listening, reading and writing
  - Material & resource creation, utilising the internet
- English grammar and how to teach the essential language
  - Needs analysis and teaching in different situations
  - Classroom management and teaching techniques



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## EDUCATION

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### **BACHELOR OF ARTS: PSYCHOLOGY- 2023**

York University  
3.5 GPA

Graduated with honors: cum laude

Course content consisted of the human experience, interpersonal/ intrapersonal interactions, and social behaviour.

### **O.S.S.D - 2019**

David Suzuki Secondary School  
Graduated with honors

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## HOBBIES

I enjoy painting and creating art, learning new languages, reading novels, cooking/baking, completing puzzles, traveling, and roller skating

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## PERSONAL DETAILS

DATE OF BIRTH: January 30, 2001

MARITAL STATUS: Single

NATIONALITY: Canadian

DRIVING LICENCE: Yes

LANGUAGES SPOKEN: English

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## REFEREES:

References can be provided upon request.

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## EMPLOYMENT

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### **Moxies Grill & Bar - ON**

*September 2021 - November 2022*

*Hostess*

- Answering and responding to customer calls and inquiries
- Responsible for booking and confirming reservations
- Strong working knowledge of POS systems and OpenTable software
- Responsible for seating patrons and assisting servers with bussing tables
- Ensuring customer satisfaction

### **Britannia Auto Service Centre - ON**

*May - August 2020*

*Customer Service Representative*

- Answering and responding to customer calls and inquiries
- Responsible for scheduling service appointments and following up on service repairs
- Inputting daily data into the system
- Strong working knowledge of applications, software, and hardware, which includes Microsoft Office, CoStar, and POS system
- Ensuring customer satisfaction

### **Mini Mania Indoor Playground – ON**

*August 2015- July 2017*

*Customer Service Representative*

- Answering and responding to customer calls, complaints, and inquiries
  - Responsible for planning and executing parties, external events, meetings, programs, and ensuring customer satisfaction
  - Ensuring events were well managed
  - Responsible for end-to-end process of event planning and execution
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