



YOLANDA DHLUNI

Operations Manager

PROFILE

Passionate and dedicated TEFL (Teaching English as a Foreign Language) professional with a proven track record in facilitating effective language learning experiences. Armed with a Diploma certification in TEFL/TESOL, I possess a deep understanding of language acquisition theories and innovative teaching methodologies.

Recognized for my effective communication skills and empathetic approach, I excel in building strong relationships with students, creating an atmosphere that encourages questions, collaboration, and critical thinking. I am adaptable and resourceful, always seeking innovative ways to make language learning enjoyable and meaningful.

CONTACT

EMAIL:

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HOBBIES

Language Learning
Cultural Exploration
Reading Literature
Outdoor Activities

Reference :

Bayport : +27 (0) 87 287 4000

Triumph Christian Ministry - +27(0) 605676765 REV

EDUCATION

The TEFL Academy

May 2023 – September 2023

Level 5 Diploma, 168 hours

Bachelor of Business Administration (738) @ Milpark Education

JUL 2023 – CURRENT

September 2020 – February 2022

Diploma Advanced Business Management – Milpark Education

March 2022 – Current (2024 final Year)

South African Law School – 2020- 2022, Paralegal certificate, Top Achiever Award

WORK EXPERIENCE

Bayport Financial Services - Operations Manager

July 2021– Current

Managing Operations in the Legal department ensuring compliance with the Magistrate court and rules, managing and training team of 12 individuals plus 30 Tracing companies.

Bayport Financial Services - Team Manager

June 2016 –June 2021

Managing Operations in the Legal department and a team of 12 individuals plus liaising 27 Tracing companies and training.

Bayport Financial Services - Administrator

2013 May –2016 May

Analyzing information provided on Legal documents.

Triumph Christian Ministries - Sunday School Teacher

2019 – Current

Developing and implementing engaging lesson plans while fostering a supportive and inclusive learning environment for students of varying ages and backgrounds.

SKILLS

Communication Skills :Ability to articulate ideas clearly and effectively, both verbally and in writing. This includes adapting communication to suit the language proficiency levels of students.

Patience: Recognizing that language acquisition takes time, and being patient with students as they navigate the challenges of learning a new language

Adaptability: Flexibility to adjust teaching methods and materials based on the needs of individual students or the class as a whole.

Interpersonal Skills: Building strong relationships with students, fostering a supportive and collaborative classroom community.

Organizational Skills: Planning and organizing lessons, managing time effectively, and maintaining a structured learning environment.

Technology Integration: Proficiency in using technology and multimedia tools to enhance language learning, including interactive online resources and language learning apps.