



Zukiswa Mamba

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PROFILE SUMMARY

I'm a newly qualified EFL teacher with a Bachelor's degree in Commerce and a TEFL Level 5 Diploma. I leverage my experience in customer service and content creation to bring an engaging and creative approach to teaching. My mature yet lively personality thrives in teamwork and intercultural environments. Adaptability, patience, and natural people skills are my

strengths, aiding in creating a positive and inclusive classroom. I'm ready to have fun and inspire learning.

EDUCATION

University of South Africa

Bachelor of Commerce Honours in Business Management

9 May 2023

University of South Africa

National Diploma in Entrepreneurship

16 May 2016

The Independent Institute of Education: Varsity College

Diploma in Business Management and Entrepreneurship

12 May 2015

- Distinction

CERTIFICATION

The TEFL Academy

TEFL Level 5 Diploma 168hrs

27 December 2023

- Lesson planning and Classroom management
- Teaching: vocabulary, grammar, and pronunciation
- Teaching: receptive and productive skills
- Needs analysis and language analysis
- Materials development (face-to-face and online)
- Assessed lesson content (A1-C2 level students)

SheCodes Foundation Responsive

pending

- HTML
- CSS
- VS Code
- Github
- Bootstrap
- Hosting
- Flexbox
- SEO
- Responsive

SheCodes Foundation Plus

27 October 2023

- HTML
- CSS
- JavaScript
- VS Code
- API
- Github
- Hosting

SheCodes Foundation Basics

Introduction to Coding

24 July 2023

- HTML
- CSS
- JavaScript
- VS Code

WORK EXPERIENCE

The Connect2

Digital Marketing and Administration Intern

Virtual

June 2022- October 2022

Data-Driven Strategy Development

- Methodically gathered quantitative data from the MetaBusiness suite, utilizing it to analyze digital traffic and pinpoint target audience trends.
- Formulated a data-backed content engagement strategy, contributing to improved online visibility and audience engagement.

Market Analysis and Research

- Conducted comprehensive market analysis and performed qualitative research using Google Trends, providing valuable insights for informed decision-making.
- We utilized research findings to drive strategic marketing initiatives.

Event Proposal and Sponsorship Pitch

- Spearheaded the creation of a compelling proposal for the annual event, showcasing creative ideas and innovative solutions.
- Successfully pitched sponsorship activation rights, securing valuable partnerships for the event.

Social Media Engagement and Growth

- Demonstrated exceptional skill in boosting social media engagement, consistently increasing page/profile followers by 10% each month.
- Employed effective strategies to convert page visitors into active and loyal followers, enhancing brand reach and impact.

Collaborative Content Creation

- Collaborated seamlessly with colleagues to generate engaging, trendy, and on-brand content for Twitter, Instagram, YouTube, Ticktock, and Facebook.
- Contributed to a cohesive and compelling online presence, aligning content with the brand's vision and values.

Qatar Airways

Customer Experience: Cabin Crew

Doha

July 2017- January 2020

Elevated Customer Experience

- Delivered an exceptional customer experience focusing on dining, safety, and security.
- Employed effective communication techniques, including tone, body language, and positive language, to proactively resolve issues

Communication Skills

- Communicated clearly and adapted my language to different audiences.
- Collaborated closely with colleagues to optimize cabin operations and enhance overall customer satisfaction.
- Prioritized achieving 100% customer resolution with professionalism, discretion, and a solutions-oriented approach.
- Investigated underlying customer complaints, proposed solutions, and escalated to management when necessary, consistently meeting resolution benchmarks.

Personalized Loyalty Service

- Provided highly personalized service to top-tier loyalty program members, strengthening customer retention.
- Fostered memorable moments and maintained continuous contact with loyalty program members, anticipating their needs based on insights from individual interactions.

Feedback and Improvement

- Acted as a valuable conduit between passengers and management by collecting and relaying critical feedback. Provided detailed reports to management to facilitate continuous improvement in service quality.
- Offered recommendations for product and service improvements, contributing to a reduction in company waste.

Food and Beverage Inventory Management

- Managed food and beverage inventory precisely, including stocktaking, quality assurance, and safety equipment compliance.

Continuous Learning and Improvement

- Stayed updated on the latest industry trends, service protocols, and airline offerings through ongoing training and self-improvement.
- Actively participated in post-flight debriefs to share passenger feedback and contributed to service enhancement strategies.

Recognized with the 'Best Service Delivery' award by the Cabin Services Training Department for exceptional performance.

SKILLS

Programming Languages

- HTML (Hypertext Markup Language 5)
- CSS (Cascading Style Sheets 3)
- JavaScript (ES6)

Web Development Tools

- Visual Studio Code Editor

Version Control and Collaboration

- Git and GitHub

Web Development Best Practices

- Code: Documentation, Organization and Structure and Maintainability

Financial Analysis

- Financial Management: Budgeting, Financial Forecasting, Financial Statement Analysis, and Cost Management

Strategic Management

- Strategic: Direction, Implementation, Development and Formulation, Analysis

HOBBIES & INTERESTS

Community Engagement: Volunteering Work

It involves collecting gently used clothing and distributing it to disadvantaged women who then sell the items in good condition. The initiative supports these women's entrepreneurial efforts and promotes sustainability by giving them new life to clothing that might otherwise go to waste.

Hobbies: Travel and Food History

I love traveling, meeting new people, and exploring different cultures, both for work and leisure. Food history is a particular passion- I enjoy researching recipes and taking cooking classes in my free time. Staying active is essential to me, so I incorporate regular walks and yoga into my routine for a healthy lifestyle. This blend of cultural curiosity, culinary exploration, and a commitment to well-being reflects my holistic approach to life and learning.