Natasha Maldonado Frutuoso

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Personal Statement

I am a TEFL Certified, BSc Psychology graduate eager to impart lessons to students with different cultural, ethnic, and social backgrounds. I am a very positive, ambitious, and hard-working person, with a can-do attitude and with excellent interpersonal skills developed from working in retail and care settings. My previous working experiences have helped further develop my communication skills as well as my teamwork skills. Additionally, I am a very flexible person, which allows me to easily adapt to different situations and act fast in stressful ones. I am confident in using all Microsoft platforms, as well as speaking fluently in three languages (Spanish, Portuguese, and English). I am a highly motivated person who takes initiative and strives to do well in anything that I do.

Education

The TEFL ACADEMY

### Sep 2022 – Jun 2022

Level 5 TEFL Diploma

* 168hrs online course, plus an additional 20hrs classroom practice (to be complete in August 2022)

King’s College London, UK

(2019 – 2021)

Postgraduate certificate - Early intervention in psychosis

University of Winchester, UK

(2016 – 2019) - (2018-2018-Southern Oregon University, 1- term student exchange, USA)

2:1 BSc (Hons) Psychology

Key Skills gained:

* Analytical and conceptual thinking, with a conscientious approach to managing workloads.
* Accomplished communication skills, both written and verbal, developed through numerous essays, reports and presentations.
* Proficiency in SPSS and all areas of Microsoft Office, including Excel, Word and PowerPoint.

Whitefield School, UK

(2012 – 2016)

A-levels**:** Law (A), Media Studies (C), Sociology (C)

5 GCSEs, grade A-C including Maths and English

Work Experience

Retail Shop Supervisor, Vinegar Hill, UK

### (May 2021 – present)

* Led team members by example, showcasing exceptional customer service standards to generate return customers.
* Trained, mentored and supervised employees, building strong sales teams for each shift through strategic rostering.
* Created a visually appealing store through outstanding visual merchandising techniques, driving sales.
* Resolved complaints to achieve full customer satisfaction.
* Facilitated smooth store operations, performing daily opening and closing functions such as cashing up.
* Provided cover in the store manager ‘s absence, as well as supporting the management team in all sales and operational activities and completing and submitting all necessary store paperwork to the relevant people.

Retail Shop Supervisor, Mountain Warehouse, UK

(October 2019 – May 2020)

* To ensure that all customers were looked after and check-outs were running smoothly, and that stock was always out on the shop floor.
* Providing expert advice and knowledge on products, and ensuring customers find the items they are looking for.
* Ensuring all that staff maintained the highest standers possible.

Waitress / Barista, The Piazza Café and Restaurant, Gibraltar

(June 2019 – September 2019)

* Provided friendly, courteous service, maximising positive customer satisfaction ratings.
* Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
* Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.

Head-lifeguard/ camp counsellor, PointCounterPoint Summer Camp, USA

(June 2018 – August 2018)

* Collaborated with staff to achieve safe programme delivery.
* Formed positive relationships with parents, providing progress updates.
* Built relationships with campers and staff through excellent communication.
* Designed enriching learning and recreational activities programs for campers aged 8-18 years.
* Engaged campers in varied activity programmes through enthusiasm and initiative.
* Led groups of 40-50 children aged 8-18 through camp programmes and activities.
* Upheld reliable routines to minimise children's stress and anxiety.
* Applied positive reinforcement and disciplinary techniques to improve behaviour and guide social development.
* Maintained safe, secure environments through careful risk assessments.

Key Skills/Qualities

• **Communication & Interpersonal:** Effective written and oral communication skills. Experienced at presenting to a variety of audiences at university and work.

• **Team working**: Have fitted in well to all teams I have worked in and am able to adapt my communication style to suit the environment. Always listen carefully to others and support colleagues.

• **Research**: Effective research skills developed from undergraduate and post graduate study. Produced a dissertation which involved both primary and secondary research.

•**Reliable:** Honesty and integrity have been an essential requirement in all my jobs to date. I have an excellent understanding of the importance of confidentiality and trust.

• **Flexibility**: Able to adapt to a range of work and educational environments easily. I am flexible in my approach and willing to undertake extra hours or tasks to support the team and meet goals.

• **Languages:** I can fluently communicate in three languages: English (native level), Spanish(native) and Portuguese (advance).

References

References are available on request.