

## CV/ Resume



### **Aleksandra Pavliukova**

**TEL:** +84 767293924

**EMAIL:** mashana555@gmail.com

### **TEFL TRAINING**

April 2022 – May 2022

**Level 5 TEFL Certificate - The TEFL Academy, UK**

Course included:

- Creating lessons and teaching materials for a range of levels from Elementary to Advanced
- Teaching speaking, listening, reading and writing
- Material & resource creation, utilising the internet
- Needs analysis and teaching in different situations
- Classroom management and teaching techniques
- Language analysis – vocabulary, grammar and pronunciation

### **EDUCATION AND COURSES**

#### **High Education**

2007 - 2012

Novosibirsk State Technical University, Qualification: specialist in cultural service and tourism, Business Faculty

## **Additional Education**

2009 – 2013	language school English First, Novosibirsk
2015	training courses “Foundations of excursion business”

## **RELEVANT EXPERIENCE**

I have had a wide range of working experience, mostly with people. The most interesting and challenging was working in tourism. I had got basic knowledge of customer service, and, moreover, I was immersed in completely different intricacies of working with people.

During my work, I had to deal with different kinds of customers, and I’ve learned to avoid conflicts, be supportive no matter what, and do my best to make them feel happy. From time to time, I became a team leader, and I was responsible for training my colleagues and providing them with all necessary information.

I used to be a tutor in English for the school boy (12-13 years old), and I am very proud of him because he has a lot of health issues, difficulties with writing and concentration, and despite these, he has got an ‘A’ on his English exam.

## **EMPLOYMENT**

May 2013 - August 2015	<b>Visa center (Italian, French, German visas), specialist</b> <ul style="list-style-type: none"><li>- Accept documents for verification from customers</li><li>- Customer service via telephone and email</li><li>- Maintaining positive relationships with existing customers</li></ul>
October 2015 - October 2019	<b>Tour company ‘Coral Travel’ (Thailand, Greece), transfer guide/ tour guide/ shopping guide</b> <ul style="list-style-type: none"><li>- Accompanying customers throughout the rest period</li><li>- Conducting excursions (historical, entertaining)</li><li>- Solving different customers issues</li></ul>
August 2020 - May 2021	<b>Language school ‘Inotext’, administrator</b> <ul style="list-style-type: none"><li>- Scheduling for teachers and students</li><li>- Customer service via telephone and email</li><li>- Conducting language proficiency tests</li></ul>
June 2021 - October 2021	<b>Tour company ‘Coral Travel’ (Greece), transfer guide/ tour guide/ shopping guide</b> <ul style="list-style-type: none"><li>- Accompanying customers throughout the rest period</li><li>- Conducting excursions (historical, entertaining)</li><li>- Solving out different customers issues</li></ul>

### **HOBBIES/INTERESTS**

I have travelled extensively my whole life since I was 5. I enjoy meeting new people and experiencing different cultures.

I love reading books, and I have a small library in my parents' house. I prefer fantasy and detective stories. In addition I'm trying to keep fit by walking and dancing.

### **PERSONAL DETAILS**

Date of Birth: 23th May 1990

Marital Status: Married

Health: Excellent

Nationality: Russian

Clean full driving licence