**Andisiwe Manyana**

 **Cell:** 073 270 1832 **E-mail**: manyanaandisiwe@gmail.com

**Profile**

Graduate with Bachelor of arts in African languages and English Language from University of Cape Town and Post graduate certificate in Education in English and IsiXhosa. I also have a 40-hour TEFL Certificate. I have two years of teaching English online. I also have administration and customer service experience.

**Education**

2022: 40hour TEFL Certificate

2021: **PGCE-**post graduate certificate in education at the University of Cape Town (UCT)

2020: **Bachelor of Arts** (African languages and Literature, English language, and Literature major) at the University of Cape Town (UCT)

2015: **National Senior Certificate**, Luhlaza High School, Cape Town

**Achievements**

2020: **UCT Plus Award-**60hrs Role Modelling in a leadership role as House Committee member

2018: **UCT Plus Silver Award**- 45hrs Role modelling in a leadership position as an agent of change

2011-2015: **Top Achiever at high school-**Top overall learner at Luhlaza High School during my high school career

2012: **3rd place position**-debating league, University of Cape Town

**Leadership** 2020: **House Committee, Forest Hill Residence, University of Cape Town (UCT)**

* Occupied a leadership position at my residence as a house committee member where service as an entertainment representative.
* Roles include but not limited to organizing events for the house like house braai, parties and/ or outings.
* Managing Purchase orders for events and organizing with shops for buying stock for events and making calls and decisions.
* Received an award for the completion of my house committee term.

2018: **OFFICE FOR INCLUSIVITY AND CHANGE (UCT)**

* Agent for change education volunteer at UCT and hold a certificate of completion.
* Managed to get training into holding debated about social and economic issues.
* Holding talks, teaching young people about their rights and different social structures.

2017: **Orientation Leader**

* Leadership certificate from training as an orientation leader from the UCT SAOS office.

2016: **SHAWCO Volunteer,** University of Cape Town (UCT)

* Helping primary school learners with English and assisting with practising English.

2016: **Mentor**, Luhlaza High School

* Mentoring high school learners and motivating them due to my striving hard working nurture.

2014: **Resilience Network leadership certificate,** University of Western Cape by Prof Lulu Tshiwula

* A winter and summer program held at the University of the Western Cape for grade 9 students who were excelling in their studies at the time.

**Skills Customer Service orientated**

* Worked as a fashion Consultant for three months at Foschini NEWS Cavendish.
* Hired by TFG as part of the student vocational work experience.
* Obtained training about the retail industry.
* Objective is to always put the interest of any organization by working together with other people.

**Teaching and Facilitating**

* South African College Junior School-teaching practice, I was there for 8 weeks, and I was teaching a group of grade 7 boys.
* Experience as a school observer during before the start of my PGCE programme.
* At Thandokhulu High School.
* Taught grade 8 to 12 learners English and IsiXhosa
* Tutor at Year Beyond an after-school program by the Western Cape Government.
* Mentored grade 4 learners through the SHAWCO programme in a school called.

Manenberg primary school.

* Taught them English and IsiXhosa as after school. lessons.

**IT and Computer**

* Proficient in the use of MS Office, MS FrontPage, Access, and Web design using HTML • Part of training UCT give to all students in the institution.
* Worked as a data capture before.
* Worked as an admin environment during my time as a data capture at UCT. **Communication**
* Language: English (Good), Xhosa (mother tongue) and Afrikaans (Good), Sesotho (Good)
* Public speaking skills developed through debating and in class presentations
* Numeracy and literacy skills through my studies
* Presentation skills through my studies

**Teamwork**

* Through working with different people in different spheres.
* Time management skills
* Critical Thinking skills
* Leadership Skills

**Work Experience**

April 2022-**Takealot Restaurant Support Agent**

I worked for Takealot under their Mr D Food department as a restaurant support agent. I was responsible for making sure that customers are happy and satisfied with their order my duties includes but not limited to solving customers query, calling customers to make sure orders are delivered and making sure the customers order is in good condition.

March 2022**-Simple Pay**

I worked as a payroll support agent for one month in March. This was a junior role in the Simplepay customer support team. Assisted customers with querries using the payroll stystem.

January 2022: **Pangea English Teacher**

* I workred as an online English teacher. Teaching English for EF services under a company called Pangea in South Africa. I taught English to international students. I engaged with atudents from Asia in small groups of classes of about 15 students. I also did one-on-one private lessons with each students. Students are graded after each lesson. I was able to exhange cuslturds with my students and a bond with each students according to their needs.
* December 2021: December 2022: **Exam Assistant**
* Exam assistant for the national senior certificate exams at the Western Cape Education department. I worked for two weeks helping with checking marks.

June-Agust 2021: **COVID MARSHAL**

* Student assistance as a covid-19 Marshall at the University of Cape Town
* Roles include checking if students and staff are wearing masks and are sanitising all the time and keeping social distance from each other.
* It was apart time job
* Developed a skill of enhance communication and control.

May -June 2019: **UCT OPEN DAY**

* Student assistance from the UCT student record office.
* Roles includes giving students a memoir and directions to the different career offices.
* Initiated tours around campus for new students
* Initiated teaching about local languages and culture 2019: **UCT IAPO**
* Student assistance for pre-registration as a data capture at UCT IAPO office
* Captured student records into the system and writing down missing details as well as giving out referrals in case of missing documents.

• Funding and bursary information-**Developed a skill of Attention to detail** 2019: **Fashion Consultant**

* Worked as a packer, customer service and on the till including merchandise
* clocking times at TFG Foschini NEWS Cavendish.
* Loading off heavy boxes and count stock and report missing items and making emergency calls.

2017-2018: **Orientation Leader**

* Orientation Leader at UCT for IAPO assisting international students with their transition into UCT for two years.
* Initiated fetching some of the international students from the airport to fetch
* Take them to their new places of residences and mentor them.
* Managed their documents and taking them to campus tours and that includes entertainment.

2016: **Brand Ambassador**

* Uber brand ambassador for two consecutive weekends working as a promoter.
* Managed to get customers to download the app and brief them about the company as well as giving them assurance for their time.

**REFEREES**

Mr Katleho Nldovu, UCT alumni and my mentor, katleho.ndlovu@pwc.com , cell: 064 017 7327

Jade Du Preez, Manager at Takealot, jade.dupreez@takealot.net, cell: 079 492 7121

Dr Rethabile Phosa, UCT residence warden, rethabile.phosa@uct.ac.za, cell: 078 916 2814