



Siba

Pronoun: She/Her

☎ +27682264331

✉ sibaquma@gmail.com

📍 South Africa

EDUCATION

Post- Graduate Diploma International Relations

Rhodes University

2015

Bachelor of Arts - International Relations

Rhodes University

2012 - 2014

CERTIFICATIONS

2023 Partnerships Experience Academy - Influencer Partnerships

In progress ALX -
Software Engineering
Certification

LANGUAGE

English- Native

Xhosa- Native

Mandarin- Intermediate

SIBABALWE QUMA

ABOUT ME

A productive employee with a proven track record in successful project management, consistently delivering quality results. Recognised twice for exceptional client retention and the highest levels of client satisfaction. A great team player and reliable employee, great at collaborating with clients to exceed expectations.

WORK EXPERIENCE

September 2022- Present

Arдор Learning | Madrid, Spain (remote)

Corporate Language Trainer

- Delivered corporate English lessons to working professionals (Spanish, French, Italian, Romanian and Japanese Nationals.)
- Engaged in current affairs relating to EU matters and global affairs for VIP clients.
- Used different technology to communicate and facilitate lessons.

2019 - 2021

Education First | Qinhuangdao, China

Director of Studies

- Planned and adequately prepared for daily English lessons, then gave lessons to different classes.
- Wrote progress reports and liaised with parents to provide feedback on each student's development.
- Scheduled classes for each teacher, communicated responsibilities and provided constant support.
- Attended school management meetings to discuss weekly functioning, marketing activities and retention.
- Observed teacher's lessons once a month or more if necessary. Wrote feedback and discussed with the teacher while setting goals for them to work towards.
- Attended annual conferences and seasonal training workshops.
- Conflict resolution and mediation between parents and teachers as well as between teachers.
- Planned and delivered training workshops to teachers on a weekly basis.

Awards:

- Best client retention - 2019
- Best NPS (National Parent Satisfaction) -2019

2018 - 2019

Education First | Qinghuangdao, China

ESL Teacher

- Wrote reports and maintained good relations with the parents.
- Delivered teachings in a neutral accent to encourage clear, easy-to-understand student repetition.
- Worked closely with students to ensure delivery of speech and written English was accurate and easy to comprehend.
- Led one-to-one and group English lessons, using exceptional communication and relationship-building abilities to effectively manage groups of various sizes.
- Encouraged group discussion amongst students to practice new learnings and aid fluency in natural conversation.
- Taught online and in-person lessons, allowing maximum flexibility to best suit student requirements.
- Created a wide range of teaching materials to assist in teaching English, including audio, written and visual resources.

REFERENCES

Ms. Jakomien Van Staden

Education First | Director of Studies

Phone: +974 7409 3691

Email: jakomien@gmail.com

Ms. CJ Armstrong

African Sunrise | Director

Phone: +27608032043

Email: Carinajayneroper@gmail.com

Awards:

- Best client retention – 2018
- Best NPS (National Parent Satisfaction) –2018

2016 -2017

African Sunrise | Cape Town, South Africa

Project Liaison

- Worked directly with Non-Profit organisations in Cape Town and international volunteers.
- Placed international volunteers and interns at various NPOs while finding ways of supporting these organisations through fundraising events and marketing.
- Planned fundraising events, wrote media posts and focused on social media marketing.
- Assessed volunteer and intern applications to place them their applications and place them at suitable non-profit organisations.

2016

Parliamentary Monitoring Group| Cape Town, South Africa

Part-time Monitor

- Met schedule using excellent planning and coordination skills.
- Attended parliament meetings, took notes and recorded sessions.
- Collected required documentation for the meeting from the parliament secretary.
- Conducted interviews with members of parliament and wrote features about the members of parliament.
- Compiled a concise and accurate report on the meeting for public access on the Parliamentary Monitoring Group website.