
Personal Profile

I have proven myself to be an experienced, enthusiastic and focused tutor as well as a trainer. In my learning, teaching, and working experience I have been both hard-working and reliable. I would now very much appreciate the chance to experience work in a real educational organization where there is space for an individual to gain knowledge and experience and to develop themselves.

I am very interested in working as an HR Manager or as a Business Administration Officer, because I already have considerable expertise in Business with HRM and in English Language Teaching. Such a post as the one offered would enable me to make use of the knowledge and experience. I have gained from my previous education and work over the last three years, since I first arrived in the U.K. in 2010. I am very willing and keen to learn from others, either through team work or being responsible for individual tasks.

I am seeking full-time employment as a Business Administration Officer. I already have four years' practical experience in the educational sectors in Libya and in U.K. English language schools. I have furthermore gained practical experience in handling money and following company procedure from my own family's private business. I not only have specific expertise in business and management but also have professional language teaching skills such as classroom organization, the motivation of students, maintaining discipline, planning activities and managing resources to be used in classrooms, managing diversity and dealing with diversity issues, and ensuring the professional management of a classroom.

Key Skills, Experience and Competencies

Based on my previous teaching and learning experiences, my core strengths include:

1. IT Skills:

- ❖ As well as being a proficient user of Excel, I also have an entry-level ability in SPSS; I have used both for collating and analyzing data. I acquired these IT skills while doing business research for the Analysis module at Newcastle Business School during my Business M.Sc. on an HRM 2012-2013 course and at Glasgow University when I was doing my M.Ed. in English Language Teaching (ELT) 2011-2012.

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- ❖ A competent user of PowerPoint, Word, Outlook and their applications.
 - ❖ Typing, filing data, and archiving in a busy office environment.
 - ❖ Creating, updating, processing and modifying all documents.
 - ❖ Faxing, printing, photocopying, filing and scanning.

2. Language and Communication Skills

- ❖ Excellent English and Arabic Language presentation, interpersonal & communications skills - both written & oral.
- ❖ Ability to plan and deliver well-structured lessons or presentations in such a way that they can motivate and encourage an audience.
- ❖ A good level of intellectual skills in Arabic and English. Proficient reading and listening skills in both languages.
- ❖ Setting-up and coordinating meetings and conferences.
- ❖ Involvement in social media implementation.
- ❖ Organizing business travel, itineraries and accommodation for managers.
- ❖ Working under pressure and multitasking such as completing a number of surveys a day and receiving many calls, emails and visitors.
- ❖ Meeting and greeting clients and visitors to the office.
- ❖ Answering calls professionally and responding to inquires and handling and resolving complaints.
- ❖ Working on my own initiative or in a team, as proven by my current and previous work experience.
- ❖ Assessing, facilitating and supervising company proceedings under the direction of the Head Manager in the organization.

3. **Tasks and Duties**

- ❖ Advising on changes and improvements within the organization.
- ❖ Sickness / absence monitoring & reduction.
- ❖ Negotiating with staff regarding their pay.
- ❖ Ensuring all HR administrative records are updated and maintained.
- ❖ Advising managers on staff development.
- ❖ Conducting inductions with new employees in the business.
- ❖ Providing HR support, guidance and expert advice to colleagues and managers.
- ❖ Developing HR practices and processes to ensure consistency.
- ❖ Developing, coordinating and delivering training modules in HR and English Language as required.
- ❖ Ensuring my quality of work reaches the required expectations and that, by being a consistent and accurate worker, the work environment and the organization's reputation are enhanced.
- ❖ Responsible for the day-to-day tasks and administrative duties of the office.
- ❖ Managing time and conflicts; organizing and planning visits related to several tasks or activities for teaching modules.
- ❖ Supporting team members i.e. employees, tutors or staff in planning, preparing, reviewing or delivering the school curriculum effectively.
- ❖ Applying several business management and teaching approaches either in an educational or business workplace.
- ❖ Teaching English at different levels according to learners' age, ability and aptitude.
- ❖ Motivating employees and encouraging them to improve their work quality and performance.

Education History and Academic Qualifications

Sept-2012 -2013

Post-graduate

- I completed my Second Master's Degree at Newcastle Business School (NBS)-
M.Sc. Business with Human resource Management HRM.

- The Title of my Master's Dissertation:

'An Investigation of the perception of the trainees on the effectiveness of the Training Programme in the Petroleum Training and Qualifying Institute (PTQI) of Libya'.

Sept-2011-2012

Post-graduate

- My first Master's degree was from Glasgow University- ***I gained an M.Ed. in English Language Teaching (ELT).*** I had to go to different language schools in the City of Glasgow for teaching practice where there was an opportunity for me to engage in tasks related to ***Micro-Teaching***.
- These schools were the Glasgow School of English, the Live Language School of English, and Glasgow University EFL Unit. It was a good opportunity for me to put some English Language theories into practice in the classroom. Professional Tutors responsible for the postgraduate course observed me while I was teaching international students in the classroom.
- The Title of my Master's Dissertation:

"Can We Improve Libyan Students' Writing Skills by Encouraging Collaborative Work – An Investigation of Students' Perceptions".

2010-2011

English Language Summer and Winter Courses

- In the English as Foreign Language (EFL) course at Glasgow University (Pre-Sessional Course) my English language level was equivalent to 6.5 in the International English Language Testing System (IELTS).
- IELTS Exam overall 6 with 6.5 in speaking and writing skills.
- IELTS Preparation course.
- Academic English Language Course at Glasgow School of English.
- Advanced and Upper- Intermediate level at Glasgow School of English.
- Developing a family business company, *Massader for Technical Services International (MTSI)*, and being in charge of all important information as well as compiling data related to this company.
- Working in Egypt in CMD and Intec Training organisations as a secretary where I gained more working experiences about training and developing human capitals.

2009-2007

Undergraduate

- I graduated from the University of Benghazi; my degree is a B.A. in English Language.
- I studied 3 years at undergraduate university level; my course was in English Language.
- I worked voluntarily in Libyan schools teaching English Language (Almajd School Number 1 and 2, located in Brega town area 3, and in Alshollah School, which is located in the city of Ajdabia).
- I taught private English language lessons to different age groups.

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- I started to work as a secretary in the family business company, *Massader For Technical Services International (MTSI)*.
 - The Title of my BA Dissertation:
“A Contrastive Analysis of English and Arabic Syntax”

2002-2006 GCSE - Specialized in the Field of English Language

- I studied 4 Years in Secondary School; my major was English Language. I did my degree in Libya –Brega City- Sirti Oil Company. My school’s name was *Shuhada Albrega*.

I also have background knowledge in the following modules:

In Business with HR:

- Managing Diversity
- Business Research Analysis
- International Human Resource Management (IHRM)
- Total Reward Management (TRM)
- Business Environment and Strategic Management
- Marketing, Operation and HR (Managing for sustaining competitive Advantages)
- Self-Development
- Analysing Organisations.

My background in English Language Teaching for higher educational level modules included:

- The Education of Highly Able Pupils (Gifted and Talented Learners).
- Description of Language Learning and its Application in the Classroom.
- Introduction to Social and Educational Research.
- English and Sociolinguistics and Language Teaching.
- Language Learning and its Application in the Classroom
- Language Proficiency, Assessment and Feedback in the Classroom (LPAF).

References available on request.

Personal Details:

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I would be very happy to work for your organization, which I sincerely believe would provide a large arena for my talents. I would therefore very much welcome the chance to be interviewed, allowing me the opportunity to discuss my strengths and knowledge in greater detail and to demonstrate what I can bring to an already successful institution.

Thank you for your time, and I look forward to hearing from you in due course.

Yours sincerely,

Eman Mabrouk Rhaim