

JAMAYAH HASHIM

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Saujana Puchong

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OBJECTIVE

Seeking a challenging position where I can utilize my skills in a fast paced environment that will allow for personal growth and career advancement.

SUMMARY OF QUALIFICATIONS

Results-oriented, enthusiastic, hands-on-professional, with a successful record of accomplishment in education and retail management. Major strengths include leadership, excellent communication skills, competent, strong team player, adhere to company standards and customer relations.

PROFESSIONAL EXPERIENCE

Institute Optopreneur 2012-present

ENGLISH LECTURER

\*Teaching English Proficiency Level 1, 3,& 4

\*Prepare lesson plans and materials

\* Prepare teaching materials and classrooms for class activities.

\* Adapt teaching methods and instructional materials to meet students' varying needs and interests.

\* Plan and conduct activities for a balanced program of instruction, demonstration, and work time that provides students with opportunities to observe, question, and investigate.

\* Instruct students individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations.

\* Establish clear objectives for all lessons, units, and projects, and communicate those objectives to students.

Kuala Lumpur Metropolitan University, Kuala Lumpur 2011- 2012

ENGLISH LECTURER

\*Teaching Academic Reading and Writing, English for specific purpose, Essential Business Communication skills

\*Integrated/Immersion method: Teaching and Learning activities from the skills of Listening, Speaking, Reading and Writing with grammar as the foundation/integrated skill used.

\*Prepare lesson plans and materials

\*Maintain excellent classroom management skills and an ability to keep students on task.

\*Use behaviour modification techniques as a motivator for improving conduct and encouraging participation.

\*Integrate multiple teaching styles to intensify the range of learning.

\*Evaluate student progress and support recommendations for further student development.

\* Instruct students individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations.

\* Establish clear objectives for all lessons, units, and projects, and communicate those objectives to students.

Four Times Education Centre, Ampang 2010-2011

LANGUAGE INSTRUCTOR

\*Teaching spoken courses, IELTS and IGCSE to Korean students

\*Planning and delivering lessons in accordance with the curriculum to a range of classes

\*Marking work, giving appropriate feedback and monitoring students’ behaviour and development

\*Preparing students for examinations

\*Assess students’ performance throughout the term.

Teavana Corporation, U.S.A 2004-2009

GENERAL MANAGER

 General Management/Staff Training Supervision

\* Managed store operations with key holding responsibility, opened and closed stores

\* Reporting directly to area manager, recruit, train, supervise, and evaluate a team of 12 associates

\* Observe and coach associates in sales floor techniques and customer management skills

\* Implement customer feedback programs to ensure service excellence

\* Plan and delegated assignments based on workload assessment and employee schedules and availability

Sales and Marketing / Customer Management

\* Build and sustain customer focused store culture to facilitate a pleasant shopping experience

\* Conduct customer needs and assessment to identify preferences, consistently driving store profitability

\* Organized numerous in-store promotional events

\* Managed product merchandising through implementation of creative displays and planning

 Payroll/Inventory Control

\* Performed monthly reconciliation and processed adjustments and to resolve discrepancies

\* Prepare and verify all employees’ attendance for accurate weekly payroll processing

\* Hold accountability for cashier area, credit card transactions, and weekly bank deposits/verification

\* Reduce overhead costs, adhering to budget limits and avoiding the need of employee overtime

\* Prevent/reduce discrepancy in merchandise and stock through verification and approval of incoming inventory

Durin Secondary School, Sarawak 1999-2003

ENGLISH TEACHER

\* Teach English and EST (English for Science and technology) for Form 3, 4 and 5.Plan academic curriculum to ensure that students progress to the proper educational level. Prepare assignments, review and correct all homework with emphasis on providing feedback to each student.

\* Establish and maintain positive relationships with students, parents and colleagues, fostering an open environment of open communication and support.

\* Served as Head of the English Panel: responsible for the development, implementation and enhancement of objectives and goals of the English Panel

\* Act as the Head Advisor of the English Club: advising, assisting and monitoring student’s activities and progress.

\* Perform duty as Secretary of Textbook Committee: creating reports and records of the school’s textbook inventory

\* Serve as Vice-Chairperson of the Teacher’s Club: organize meetings, discussions and educational field trip

EDUCATION

**Bachelor of Arts (Hons) (Double Major**) - English/Malay Language and Linguistics

Putra University, Malaysia

**Certificate in Teaching** - English

M.P.T.I College, Johor, Malaysia

PROFESSIONAL DEVELOPMENT

Malaysian Teachers’ Trainer Development Program

English for Science and Technology