

# RooCruit

Cape Town, South Africa

## LAUREN

### Language Specialist, Translator & Language Educator

#### PROFESSIONAL SUMMARY

Highly qualified Language Specialist and Educator with a Master's degree and extensive international experience in service management and translation. Expert in managing quality service delivery for premier international language institutions, overseeing teams of over 600 students and multi-disciplinary staff. Dual South African and Italian citizen with multilingual proficiency across seven languages, specializing in Mandarin Chinese and ESL instruction.

#### KEY SKILLS

- Strategic Service Management
- Staff Training & Development
- Financial & Payroll Administration
- Translation (Chinese/Italian/English)
- Curriculum Design (ESL/Mandarin)
- Exam Preparation (IELTS, CAE, CPE)
- Business & Medical English
- Online & In-person Pedagogy

#### PROFESSIONAL EXPERIENCE

##### Service Manager / Director of Studies

10/2020 - 11/2021

*Premier International Language School – Italy*

- Managed quality service delivery for a prominent language school with over 600 students across online, on-site, and corporate platforms.
- Led and developed a team consisting of 10-12 teachers and administrative service staff.
- Oversee day-to-day business operations, including staff payroll and hiring process administration.

- Facilitated staff development and teacher training to ensure international education standards.

### **Freelance Translator**

**01/2015 - Present**

*Multinational Translation Services – South Africa, China & Italy*

- Specialized translation of high-level documentation between Chinese-English and Italian-English.

### **Foreign Language Teacher**

**04/2020 - 09/2020**

*International Online Education Platform*

- Conducted remote language lessons for global students in Italian and Chinese across all age groups and proficiency levels.

### **ESL Teacher**

**10/2016 - 2020 (Recurring)**

*Premium Language Center – South Africa*

- Delivered instruction for levels A1 through C2.
- Instructed specialized courses including IELTS, Cambridge First, CAE, CPE, Business, Academic, Medical, and Legal English.

### **Mandarin Lecturer**

**01/2014 - 09/2014**

*Leading South African University*

- Lectured first-year university students in Mandarin Chinese.
- Coordinated departmental events, conferences, and academic arrangements for the Mandarin Department.

## **EDUCATION**

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### **Master's Degree: Second Language Studies**

**2017**

*Stellenbosch University, South Africa*

### **BA Honours Degree: Translation**

**2016**

*Stellenbosch University, South Africa*

### **BA Honours Degree: Mandarin Chinese**

**2015**

*Stellenbosch University / Beijing Language and Culture University*

### **Bachelor of Arts: Language and Culture**

**2013**

*Stellenbosch University, South Africa*

### **Diploma: Business Management & Administration**

**2010**

*Varsity College, South Africa*

## LANGUAGES

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**English:** Native

**Afrikaans:** Native

**Mandarin Chinese:** Professional

**Italian:** Professional

**Portuguese:** Elementary

**German:** Limited Working

**French:** Elementary

## CERTIFICATIONS & AWARDS

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CELTA B (UCLES)      Chinese Bridge Talent Award Winner

Golden Key International Honour Society      Merit Bursary for Cum Laude Graduates

Fully Computer Literate