

IYANA JOHN

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SKILLS

- Organization
- Communication
- Working collaboratively
- Proficient in Spanish
- Microsoft Word
- Microsoft PowerPoint
- Time management
- Research
- Customer service
- Flexible
- Microsoft Excel
- Problem Solving

EXPERIENCE

07/2021 to 12/2021 **Child Caregiver**

Benign - St. Dominic's Children's Home – Belmont, Trinidad And Tobago

- Planned and implemented age-appropriate activities and lessons
- Used techniques such as positive reinforcement and behavior modeling to instill discipline in children.
- Acted as a Spanish Translator.

12/2019 to 04/2021 **Restaurant Waitress**

Chocolate Bar Cafe – Santa Cruz, Trinidad And Tobago

- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.

05/2019 to 06/2019 **Registration Clerk**

Ministry of National Security – Port Of Spain , Trinidad And Tobago

- Interviewed Spanish-speaking immigrants in order to obtain the information necessary for entry into database.
- Analyzed legal documents (passports and identification cards) for discrepancies.

07/2018 to 08/2018 **Retail Sales Associate**

Ishmael M. Khan Bookseller – Port Of Spain, Trinidad And Tobago

- Greeted each customer and offered assistance in finding requested items, helping boost customer satisfaction and retention.
- Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.

- Initiated friendly conversation with customers to determine level of assistance required.

07/2017 to 08/2017 Spanish Tutor

Pope's Science Institute – San Juan, Trinidad And Tobago

- Conducted tutoring for students in secondary educational environments to help improve grades and achieve Spanish language fluency.
- Tested students' knowledge to determine proficiency level and provided new learning tools to advance language mastery.
- Prepared students for CSEC examinations.

EDUCATION AND TRAINING

09/2018 – 05/2021 Bachelor of Science: International Relations Minor: Spanish
The University of The West Indies – St. Augustine, Trinidad And Tobago.

07/2011 – 09/2018 St. George's College – Barataria, Trinidad And Tobago

- **CSEC O'Levels** – Modern Languages - 8 passes
- **CAPE A'Levels** – Modern Languages - 8 passes

LANGUAGES

English: First Language

Spanish:  B2

Upper Intermediate

ACTIVITIES AND HONORS

- First Class Honors
- Awarded best performing student in B.Sc. International Relations (Special) Level III (2020/2021)
- Awarded best performing student in B.Sc. International Relations (Special) Level II (2019/2020)
- Awarded certificate of participation in the Faith in the Commonwealth - Global Citizen Workshop 2018

VOLUNTEERISM

- Volunteered at St. Mary's Children's Home - October 2019 - December 2019
- Volunteer at the Trinidad and Tobago Cancer Society - March 2021 - Present