

Raquel Cordero  
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Al Hajjiyat, Riffa, Bahrain

## PROFESSIONAL SUMMARY

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Enthusiastic Early Childhood Educator with a demonstrated history of teaching in the preschool and primary sector in the Philippines and in Bahrain  
Former Team Leader with strong leadership and communication skills  
Former Customer Service Representative in a BPO company

## WORK EXPERIENCE

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### **Preschool Teacher**

Sep 2018 - Present

Ahlia School • Al Qurraya

- Develop and implement child-care programs that support and promote the physical, cognitive, emotional and social development of children
- Lead activities by telling or reading stories, teaching songs, taking children to local points of interest and providing opportunities to express creativity through the media of art, dramatic play, music and physical activity
- Plan and maintain an environment that protects the health, security and well-being of children
- Assess the abilities, interests and needs of children and discuss progress or problems with parents and other staff members
- Observe children for signs of potential learning or behavioural problems and prepare reports for parents, guardians or supervisor
- Guide and assist children in the development of proper eating, dressing and toilet habits
- Establish and maintain collaborative relationships with co-workers and community service providers working with children
- May plan and organize activities for school-age children in child-care programs before and after regular school hours
- May supervise and co-ordinate activities of other early childhood educators and early childhood educator assistants
- Support early childhood educators in carrying out programs that promote the physical, cognitive, emotional and social development of children
- Engage children in activities by telling stories, teaching songs and preparing crafts
- Prepare snacks and arrange rooms or furniture for lunch and rest periods
- Assist with proper eating, dressing and toilet habits
- Submit written observations on children to early childhood educators or supervisors
- Attend staff meetings to discuss progress and problems of children

- May assist early childhood educators or supervisors in keeping records

### **Primary Form Tutor**

Jul 2013 - Jun 2017

International British Academy • Cavite

- Prepare courses for presentation to students according to approved curriculum
- Teach students using a systematic plan of lessons, discussions, audio-visual presentations and field trips
- Lead students in activities to promote their physical, mental and social development and their school readiness
- Assign and correct homework
- Prepare, administer and correct tests
- Evaluate the progress of students and discuss results with students, parents and school officials
- Identify children's individual learning needs
- Prepare and implement remedial programs for students requiring extra help
- Participate in staff meetings, educational conferences and teacher training workshops

### **Team Leader (Call Centre Supervisor)**

May 2005 - Apr 2013

Convergys Philippines Services Corporation • Muntinlupa, Philippines

- Co-ordinate, assign and review the work of inbound and outbound call centre representatives engaged in providing information and customer service
- Support, coach and develop employees in a service centre operations environment
- Establish work schedules and procedures and co-ordinate activities with other work units or departments
- Resolve work-related problems and prepare and submit progress and other reports
- Identify training needs and train workers in job duties and company policies
- Continue personal and professional development through mentorship, online courses and on-the-job training while maintaining phone skills
- Effectively use various tools in running reports, and demonstrate leadership by acknowledging the fair and consistent application of policies while demonstrating a variety of coaching styles and techniques

### **Preschool Teacher**

Jun 2002 - Mar 2005

Elizabeth Seton School - South • Cavite, Philippines

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### **Elementary and High School Teacher**

May 2001 - Mar 2002

Casa Real Montessori • Cavite

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- Prepare, administer and correct tests
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## **Certificate in Preschool Education (18 units)**

Apr 2003 - Mar 2004

Philippine Normal University • Manila

The Certificate in Preschool Education Program is an 18-unit post-baccalaureate program that aims to equip teachers with a specialized content knowledge and skills in teaching children who are five years old and below. Specifically, it aims to promote a flexible and adaptive workforce that will meet the growing needs of early childhood education and the changes arising from the transition to sustainable society; respond to the clamor of kindergarten teachers to help them become qualified in handling young children; and engage them on monitoring, evaluation and research in collaboration with the local school officials.

## **Bachelor in Secondary Education, Major in English**

Jun 1997 - Mar 2001

St. Paul University Manila • Manila, Philippines

This four-year program produces competent teachers by integrating pedagogical principles, methods and strategies with sufficient skills and updated knowledge in their field of specialization. The BSE-English Program equips students with skills and competencies to meet the needs of professional teachers for elementary and secondary school. This degree program requires adequate coursework specializing in teaching English.

## **PROFESSIONAL CREDENTIALS**

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Heartsaver First Aid CPR AED Certification

IELTS Overall Band Score of 8