



# NATALI LOUIS

## ABOUT

Motivated and adaptable English language teacher with recent TESOL Diploma certification and a strong background in business leadership and people management.

Skilled in communication, training, and supporting clients from diverse backgrounds. Eager to bring a creative and empathetic teaching style to online classrooms around the world.

## CONTACTS

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📍 Sydney, Australia 2137

## EDUCATION

### INTERNATIONAL TESOL DIPLOMA COMPLETED 2025

TESOL Australia

Specialisations: Teaching Children, Teaching Adults,  
Business English, Online Teaching

### BACHELOR OF BUSINESS (MULTIDISCIPLINE) COMPLETED 1999

Monash University, Australia

Majors in Marketing, Economics & Tourism

## WORK EXPERIENCE

### CO-OWNER / DIRECTOR – ALFA CLEAN & ALFA CLEAN HOME 2021- PRESENT

Melbourne & Sydney, Australia

- Led staff recruitment and training across residential and commercial cleaning teams
- Developed and delivered onboarding processes that supported diverse language needs
- Built strong communication and cultural awareness skills through direct client liaison and contractor management

## RELEVANT SKILLS & ATTRIBUTES

- Confident communicator with experience presenting and instructing staff
- Patient, approachable, and culturally sensitive
- Strong planning and time management skills
- Quick to adapt and learn new systems
- Experience working with people from diverse language and cultural backgrounds
- Team player with leadership experience in training new staff

## PRACTICAL TEACHING & TRAINING EXPERIENCE

### Informal Language Support

- Assisted non-native English speakers in casual settings with pronunciation and basic conversation
- Created engaging conversation prompts and games for staff training sessions

### Staff Training and Supervision – Cleaning Industry

- Trained and mentored new hires in safety procedures, task scheduling, and client communication
- Delivered clear verbal and written instructions to teams of varying language backgrounds
- Created easy-to-follow SOPs and visual guides for non-native English speakers