

# Shiva Shakhesi

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Nationality: Iran/ Australia

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## EDUCATION

### TESOL Advanced Certificate (2011)

Teaching English as a foreign language

### AZAD UNIVERSITY, Iran (2002)

*Bachelor of Science – (Computer Science)*

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## EXPERIENCE

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| <b>2019 to Present</b> | <b>Mahindra United World College of India</b><br>Learning Support Coordinator <ul style="list-style-type: none"><li>• Created learning support office to help students with learning difficulties</li><li>• Provide support on issues like time management, study skills and learning styles</li><li>• Lead team dedicated to Social and Emotional support for students</li><li>• Work with 100+ students on bespoke study plans and engage regularly with them throughout the academic year</li></ul>   | <b>Pune, India</b>       |
| <b>2016 to 2018</b>    | <b>Lentils as Anything</b><br><i>Community kitchen with a pay as you can philosophy creating an open and inclusive space run entirely by volunteer staff</i><br><b>Volunteer Coordinator</b> <ul style="list-style-type: none"><li>• Organised and managed volunteer roster to ensure operations ran effectively from kitchen staff to waiters</li><li>• Communicated with multiple stakeholder groups to create a positive and supportive culture</li><li>• Organised volunteer activities including dance and yoga</li><li>• Taught refugees and people from disadvantaged background necessary skills to find meaningful employment</li></ul> | <b>Sydney, Australia</b> |
| <b>2010 to 2017</b>    | <b>Childcare Provider</b><br><i>Babysitter</i> <ul style="list-style-type: none"><li>• Provided full-day childcare services for several families with children between ages 2-15</li><li>• Picked up children from school, assisted with homework, and cooked dinners for families</li></ul>   | <b>Sydney, Australia</b> |
| <b>2012 to 2016</b>    | <b>Esprit</b><br><i>Clothing and retail company</i>  | <b>Sydney, Australia</b> |

### **IT Support Officer**

- Provided technical support or guidance by resolving the technical problems of the customer through emails, phone calls, and by in person
- Communicated with clients over the phone regarding the technical problem they are facing and solving it
- Reframed and resolved root cause problem and led troubleshooting any system and network problems

**2009 to  
2013**

### **New South Wales Department of Education & Training**

**Sydney, Australia**

*Government department responsible for education*

### **Learning Support Officer**

- Interpreted Persian(Farsi) and Afghan Dari and drafted Farsi versions of all English documentations, forms, and newsletters
- Provided information/advice to special needs students
- Communicated and liaised with students, parents and teachers
- Taught students who had language or learning difficulties English and helped them adapt to Australian culture and society
- Coordinated school programs including lesson materials
- Liaised with parents to improve students' learning
- Led team working with multicultural background Teachers' Aides and Teachers

**2002 to  
2008**

### **Melli Bank (International Bank of Iran)**

**Tehran, Iran**

*Largest bank in Iran*

### **Project Manager/ Data base programmer**

- Managed large team of programmers maintaining time schedules and personal/professional development
- Migrated the databases and managed the database location files and size
- Managed all users including creation/alteration, grant of system/db roles and permission on various database objects
- Designed and developed digital application for managing online reports for Melli Bank online users
- Identified, managed, coordinated, lead and executed all testing activities

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## **CERTIFICATIONS**

**Working with Children Check (WWCC) clearance** – NSW Office of the Children's Guardian – Number WWC1203986E – Valid until 30 Dec 2021

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## **LANGUAGES, SKILLS AND INTERESTS**

Farsi (Native), English (Fluent), Dari (Fluent), and Arabic (Intermediate)

Skills - Software experience and knowledge of Google/ Microsoft Office suite; Research; Learning Support; Teaching English as a Second Language; Volunteering; Human Rights law; Refugee law; People Management; Project Management; Leadership; Presentation Skills; Communication; Stakeholder Engagement; and Relationship Building

Interests include travel, languages, Persian calligraphy, reading, art, yoga and dance