



# ESTHER DELLA CAGNA

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## EDUCATION

### Bachelor of Education

University of South Africa

2011 – 2015

### Frontend Development

She Codes

2021–2022

### SAP ERP Training

LinkedIn Learning

2022

## EXPERTISE

### PROFESSIONAL

- Interpersonal skills
- Time management
- Detail-oriented
- Project Management

### TECHNICAL

- MS Office
- MS Teams
- Web design
- SAP ERP

## LANGUAGES

English: Mother tongue

German: Professional

Afrikaans: Native

A goal-orientated Operations Assistant offering strong problem-solving and interpersonal skills with experience in software engineering. Highly organized, proactive and punctual with a team-oriented mentality.

## WORK EXPERIENCE

### Business English Trainer

Italki | Cape Town, South Africa | 2017 – 2019

- Used empathic listening and flexible communication to facilitate presentation skills for business professionals in the technology industry.
- Designed individualized PowerPoint presentations that were used for coaching sessions.
- Increased client's professional communication skills by improving comprehension, vocabulary, speaking, and listening skills.

### Business English Instructor

English Gang | Cape Town, South Africa | 2018–2019

- Supervised recruit orientation and managed staff-training programs.
- Maximized team knowledge and productivity by training and mentoring recruits.
- Maintained optimal staffing levels by administering on-the-job training

### Team leader- Grade Level

Gene Louw Primary | Cape Town, South Africa | 2015–2017

- Organized logistics of event preparation, including location scouting, transportation, and program implementation.
- Managed all areas of events, from pre-planning, through the event day, and post-event activities.
- Led a team of 6 colleagues through meetings and wrote weekly reports analyzing the team's performance.