



# Iva Mandekić

Hamburg, Germany   
+385 95 9029 621   
iva.mandekic@els-im.com   
els-im.com

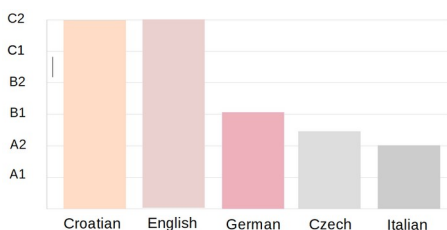
## Profile

A CELTA certified teacher, formerly a manager of a commercial unit of a global British cultural organisation which delivers Cambridge English, IELTS and other UK examinations. Focused, reliable and efficient multitasker with excellent soft skills. Specialising in teaching English to adults, translating, and exam supervision.

## Clients

- Hamburg School of English
- Kern Training
- Hamburg Professional English
- Institute4Languages
- Hamburger Training
- Cambridge English Examination Centre Hamburg
- Chartered Institute of Linguists
- Davies d.o.o. translation agency
- Association of Cities (Croatia)
- Machinery Agency (Croatia)
- Private individual clients

## Languages



## Hobbies and interests



Cinema



Music



Reading



Traveling

## Experience

### English Language Services | Dec 2017 – present

#### TEACHER and TRANSLATOR

I have established my own business; I provide the following services:

- Teaching to adults and teens
- Preparation for English language standardised tests and tutoring (Nachhilfe)
- Translation to and from English and Croatian
- Supervising Cambridge English, IELTS and other examinations

### British Council Croatia | Oct 2004 – Sept 2017

#### EXAMINATION SERVICES AND IT MANAGER

- Business development, financial planning and reporting, operational oversight
- Ensuring compliance with corporate operational and financial standards
- Client relations, organising events, seminars, open days, certificate ceremonies
- Managing a team of 3 permanent staff and a country-wide team of 30+ external contracted staff
- Maintaining the IT infrastructure and providing IT user support
- Additional tasks: premises move projects in 2007 and 2011

### British Council Croatia | Oct 2001 – Sept 2004

#### EXAMINATION SERVICES ASSISTANT AND IT OFFICER

- Administration of various UK examinations; customer services
- Training and monitoring of exam day staff
- Assistance in organising seminars, workshops, conferences, summer schools
- Maintenance of the IT infrastructure and security, providing IT user support

## Education

### CELTA (grade B) | March 2018

University of Cambridge, Cambridge English Language Assessment  
• certificate in English language teaching to adults

### BA English and Czech Language and Literature | May 2005

University of Zagreb, Faculty of Humanities  
• linguistics, literature, translation and teaching (ELT) methodology

### CPE (grade A) | December 1996

University of Cambridge, Cambridge English Language Assessment  
• C2 level certificate of proficiency in English

## Skills

- ✓ relationship building
- ✓ being inclusive and supportive
- ✓ creating a collaborative environment
- ✓ communication / listening skills
- ✓ methodical, accurate work
- ✓ making things happen / leadership
- ✓ organisational skills
- ✓ flexibility
- ✓ team working
- ✓ proactivity
- ✓ customer service orientation
- ✓ coaching