

Science Tutor & Facilitator (Bed Student)

Tshepiso Isaac Pilane

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SUMMARY

Trainer and Education Facilitator with 3+ years' experience delivering structured learning in both corporate and academic environments. Skilled in simplifying complex concepts, facilitating engaging sessions, and supporting learners to achieve measurable academic and performance outcomes, with a strong focus on assessment, critical thinking, and structured delivery in fast-paced, results-driven settings.

EXPERIENCE

TRAINER (SERVICE CONSULTANT) | Nov 2025 — Jan 2026

Merchants CX SA - Fredman Drive, Sandton

- Delivered **structured training sessions** on **customer service processes**, systems, and **compliance standards** to new hires. Ensured learners met onboarding competency benchmarks within set timelines.
- Facilitated **interactive workshops** and **role-plays to build practical communication** and problem-solving skills. Monitored learner performance and provided real-time coaching.
- Assessed trainee readiness through **evaluations, call simulations, and knowledge checks**. Identified **performance gaps** and implemented **targeted interventions**.
- Maintained **accurate training records** and collaborated with operations teams to align training outcomes with **business KPIs**.

SCIENCE & TECHNOLOGY FACILITATOR | Feb 2025 — Oct 2025

Tutor Doctor Sandton - Sandton, South Africa

- Facilitated structured lessons in **Science and Technology** aligned with **CAPS** curriculum requirements. Simplified complex concepts using **practical examples** and **visual aids**.
- Adapted **teaching strategies** to suit individual learning styles and academic levels. Promoted **critical thinking** and **problem-solving** during sessions.
- Monitored learner progress through **continuous assessments** and **feedback**. Adjusted **lesson plans** to address **knowledge gaps** effectively.
- Supported **exam preparation** by reinforcing key concepts and improving **study techniques**. Maintained **consistent communication** with parents on learner progress.

MATHEMATICS SENIOR TUTOR | Jan 2024 — Dec 2024

Tutor Doctor Sandton - Sandton, Johannesburg

- Provided one-on-one **Mathematics** tutoring focused on improving academic performance and conceptual understanding. Broke down **complex problems** into clear, **manageable steps**.
- Identified learner weaknesses through **diagnostic assessments** and tailored targeted intervention plans. Tracked **measurable improvement** in test and exam results.
- Reinforced curriculum content while developing **problem-solving** and **analytical** skills. Supported learners with homework, assignments, and exam preparation.
- Built learner confidence and consistency through **structured practice** and **continuous feedback**. Maintained strong **academic support relationships** with students and parents.

LEARNING FACILITATOR | Jul 2023 — Dec 2023

Phehellang Senior School - Parys, Free State

- Facilitated classroom learning by supporting lesson delivery and **reinforcing subject content**. Assisted in managing classroom **engagement and participation**.
- Guided learners through activities, ensuring understanding of **key concepts** across subjects. Provided **additional support** to struggling students.
- Monitored learner progress and **reported on performance to educators**. Helped implement strategies to improve academic outcomes.
- Maintained a structured and supportive learning environment. Encouraged **discipline, participation, and positive** learning behavior.

EDUCATION

University of Johannesburg - Bachelor Of Education (FET & Senior Phase) | National Senior Certificate

Mathematics & Science | 2026

(In-Progress)

SKILLS

- Curriculum Delivery and Lesson Facilitation
- Science and Mathematics Concept Simplification
- Learner Assessment and Progress Tracking
- Individualized Tutoring and Academic Support
- Classroom and Small-Group Facilitation
- Instructional Planning and Content Structuring
- Critical Thinking and Problem-Solving Development

LANGUAGES

English

████████████████████

Zulu

████████████████████

Sesotho

████████████████████

Setswana

████████████████████

ACHIEVEMENTS

- **Provincial Matric Top - Scholar (94% Av)**
- **National Senior Certificate - NQF Level (4)**

CERTIFICATIONS AND LICENSES

Capital One Bank Compliance Certificate - 2025,
PCI - DSS Basics Certificate (10043AW),
Excel Intermediate Training Certificate(EXT -1009)
HIPAA Healthcare Compliance Certificate - 2024.

REFERENCES

Reference available upon request