



Salieshia Naidoo

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Bryanston, Johannesburg

WORK EXPERIENCE

Business Development Manager

Singularity University, April 2019 - current

- Manage the Executive Programme
- Manage relations
- Collaboration on custom Programmes

Project Co-ordinator

The Neuroleadership Institute, April 2018 – April 2019

- Client Relationships
 - Liaise and build relationships with clients
 - Liaise with clients on all aspects required for delivery of material
 - Ensure client data is filed, saved and updated as per SOP
 - Ensure that client expectations are met, and commitments honoured
 - Proactively engage with clients as per CRM strategy (Salesforce)
- Risk Management
 - Think ahead and ensure that risks are mitigated
 - Forward planning when required
 - Managing contingencies
- Priority Planning
 - Build internal networks and support
 - Liaise with project coordinators
 - Liaise and build relationships with facilitators
 - End to end support
 - Negotiate capacity (for the role)
- Proposal and Presentation Documentation
 - Design templates
 - Prepare proposals according to each requirement
 - Prepare presentations according to each requirement
 - Proof read for grammar and sense
- Research and Fact Finding
 - Conduct market intelligence on a regular basis
 - Conduct research for proposals, clients, information required, etc

Academic Programme Manager

The South African College of Applied Psychology, 2 years, 2016- 2018

- Project manage all Coaching programme development:

WORK EXPERIENCE

- Coach Practitioner Programme (6-month programme)
- Advanced Coach Practitioner Programme (6-month programme)
- Postgraduate Diploma in Coaching (2-year programme, NQF8)
- Recruit, develop and cultivate new relationships with businesses and stakeholders who become facilitators, coaches, guest speakers, community partners and mentors
- Marketing and selling of all coaching programmes including a Postgraduate Diploma in Coaching Learnership
- Acquire and maintain relationships with internal and external supplies
- Creation of programme work plans and implementation of process development
- Successfully manage and implement coaching programmes and initiatives
- Manage and oversee administration with students, educators, coaches, mentor coaches and supervisors
- Manage three cohorts simultaneously
- Collaborate with key resource departments to successfully plan, implement and deliver all coaching initiatives
- Manage HR related to coaching (interview, contract and maintain educators)
- Support the internal admissions process (conduct selection interviews and analyse candidate based on NQF 8 requirements)
- Preparation of accreditation and re-accreditations for the International Coach Federation (ICF)
- Conduct business development growth plan
- Manage and running of learnerships
- Running of a successful client coaching internship with students
- Manage supportive departments related to coaching
- Manage internship sites and support Head of Work Integrated Learning
- Source and contract new Internship sites
- Place students in Internship programmes
- Observation and grading of Internship presentation

Coaching Co-ordinator

The South African College of Applied Psychology, 1.5 years, 2014 – 2016

- Project manage all Coaching programme development:
 - Coach Practitioner Programme (6-month programme)
 - Advanced Coach Practitioner Programme (6-month programme)
 - Postgraduate Diploma in Coaching (2-year programme, NQF8)
- Manage operational aspects of planning and co-ordination of programme logistics
- Marketing and selling of all coaching programmes
- Representation on the Academic Board for all Coaching programmes
- Administration and co-ordination of programmes and events
- Collaboration with the Operations team, Administrators, Marketing teams, Academic board, Admissions Office and Associates
- Custodian of policy documents
- Co-ordinate and implement coaching initiatives and programmes
- Manage relationships and administration with coaching students, educators, coaches and mentor coaches
- Compiling and successful submission of the International Coach Federation (ICF) ACTP application
- Run successful Client Coaching Internships
- Place students in internship sites
- Hold relationship with students and Internship sites
- Key driver in business development with regards to Internship sites
- Manage, support and contain all students
- Offer academic support for NQF8 (APA)

WORK EXPERIENCE

Marketing Coordinator

The South African College of Applied Psychology, 1.5 years, 2014 – 2016

- Assisting with the running of events (monthly talks, open days, Coaching Programme related initiatives e.g. student orientation, programme reviews)
- Managing external business development relationships
- Arranging speakers for talks, create advert & advertise for the event, manage the logistics and host the talk.
- Arrange facilitators for alumni workshops, create advert, advertise for the event and manage the logistics.
- Manage email marketing campaigns via Mail Chimp
- Assisting with managing of suppliers
- Manage Social Media

Student Services

The South African College of Applied Psychology, 1 year, 2013 - 2014

- Assisted in the development of Student Service function
- Established the Student Representative Council
- Development of the Student Representative Council policies
- Management of the Student Representative Council
- Provide administrative and containment to student body
- Provide career guidance
- Facilitated Research and Study Skills workshops based on Cognition
- Academic board representation for the Student Representative Council
- Manage and run Orientation for all new students
- Assisting in the development of APA guide
- Support and guidance to failing students

Library Manager

The South African College of Applied Psychology, 1 year, 2013 - 2014

- Initial development of library systems, procedures and operations
- Selecting, developing, cataloguing, and classifying library resources
- Managing of library staff including recruitment, training and/or supervisory duties and volunteer management
- Liaise with departmental academic board on policy recommendations and departmental planning
- Liaise with external organisations and suppliers
- Directs and controls the expenditure of library budget
- Manage library resources
- Procurement of academic material
- Maintain inventories, compile statistics and generate reports
- Representation on Academic Board meetings

Admissions Officer

The South African College of Applied Psychology, 1 year, 2012 – 2013

- Assess applications for prospective students for all programmes
- Interview and align students' objectives and career path with programme
- Provide in-depth information on product offerings
- Follow up on all enquiries
- Manage interactions and sales through CRM
- Assist marketing team with in-house and external events and marketing material

WORK EXPERIENCE

- Aid recruitment activities
- Manage and run information sessions
- Arrange orientation programmes
- Run and manage media and public relations campaigns when necessary
- Assist in updating all social networks
- Provide information and product training for all stakeholders on various product offerings
- Provide career guidance to all new students

Receptionist

The South African College of Applied Psychology, 1 year, 2011 – 2012

- Supplier liaison
- Resolve administrative issues
- Coordinating office procedures
- Processing expense sheets and invoices
- Booking meetings, setting up agendas and taking minutes
- Managing supplies
- Maintaining office systems, data management and filing
- Setup of classroom and IT

After School teacher

St Mary's, 1 year, 2010 – 2011

- Facilitating and managing events
- Facilitate teaching and learning (ages 1 – 12 years old)
- Facilitated occupational therapy under supervision
- References:
 - Leon Aucamp: Leon@sacap.edu.za 082 775 6350
 - Karolyne Williams: Karolyne@sacap.edu.za 073 363 6691

EDUCATION

The South African College of Applied Psychology
Postgraduate Diploma in Coaching (Honors, NQF 8), 2015 – 2017

Accomplishments:

- Applied Psychology in Coaching
- Coaching Foundations, Relationships and Communication Skills
- Facilitating Learning and Results in Coaching
- Applying Principles of Adult Learning and Change
- Ethics, Values and Diversity in Coaching
- Coaching Models, Methods and Tools
- Building Your Coaching Practice
- Practitioner Research Methods in Coaching

Projects and Achievements

EDUCATION

- Research Paper Title: Exploring the effectiveness of the use of metaphors to gain catharsis in the coaching process.
- Conducted 100 hours of coaching
- Professional Certified Coach (PCC) pass with the International Coach Federation (ICF)
- In the Process of applying for Associate Certified Coach Credentialing with the International Coaching Federation (ICF)

University of Witwatersrand
BA Psychology (Honors, NQF 8), 2008 – 2009

Accomplishments:

- Psychological Interventions
- Research Essay
- Research Methods in Psychology
- Social Psychology
- Developmental Psychology

Prizes and Awards

- 2008 Certificate of First Class in Psychotherapy Interventions III

University of Witwatersrand
BA Psychology (Degree, NQF 7), 2004 – 2007

Accomplishments:

- Introduction to the Structure of Language I
- Introduction to Psychology I
- Basic Principles of Individual and Group Psychology I
- Culture Today I
- Introduction to Sociology A (Identity and Society)
- Introduction to Sociology B (SA and Globalisation)
- Cognition and Social Psychology II
- Personality and Developmental Psychology II
- Psychological Research Design and Analysis IIA
- Family Gender and Work II
- Sociological Theory II
- Abnormal Psychology III
- Cognitive Neuropsychology III
- Psychotherapeutic Interventions III
- Child and Adolescent Psychology III
- Selective Topic in Cognitive Studies III
- Community Psychology III

University of Witwatersrand
BA Media Studies (non-Major) (Degree, NQF 7), 2004 – 2007

Accomplishments:

- Media Studies IA
- Media Studies IB
- Media Studies IIA
- Media Studies IIB

- **Issues of Alternative Media in South Africa III**
- **Media and Global Culture III**
- **New Media and Society III**
- **Political Economy of the Media in Southern Africa III**

Projects and Achievements

- **Certificate for first prize for Psychotherapy interventions at 3rd year level.**
- **Organised projects around arts and crafts for children**
- **Charity drives in Berea and Children's orphanage in KZN**
- **Charity drives on behalf of SACAP**
- **Training and mentoring assistants for library function.**
- **Developed student representative counsel at SACAP responsible for charity project**
- **FAMSA Basic Counselling Skills**

PERSONAL ATTRIBUTES

Skills

- Strong interpersonal skills.
- Strong project management and organisational skills.
- Eye for detail.
- Professional and sharp written, phone and online communication skills
- Strong presentation skills
- Professional
- Personable, presentable and articulate.
- Proactive, displays initiative and able to self-manage.
- Deadline driven.
- High emotional intelligence
- Critical and creative thinker
- Cross-cultural sensitivity
- Adaptability
- Enneagram- type 2 (available on request)
- Insights Profile (available on request)