

# Iru Justiniano da Silva

51 years old | single | Brazilian  
+55 21 965407401 | [ijotta.dev@gmail.com](mailto:ijotta.dev@gmail.com)

A professional with solid teaching knowledge, I have been working as an English Teacher since March, 1993. It has been more than 30 years teaching from basic to advanced students in some schools as well as one-to-one teacher to professional people.

I have large experience in team management and focus on excellence in customer service, bureaucratic and administrative activities due to position as English Teacher and School Coordinator

I worked in one of the biggest international events as a Bilingual Administrative Coordinator at the Rio 2016 Olympic and Paralympic Games, responsible for all ticket offices in the South Zone of Rio de Janeiro, coordinating a team of 16 Bilingual Supervisors and more than 150 ticket office attendants.

- Communicative with great ability to negotiate and lead teams
- Ability to work in a group and dynamic environment
- Ease of adapting to new and/or major personal and professional changes
- Great willingness to learn
- Always ready for new challenges
- Availability to live in other cities or countries
- Available to move abroad and onboard
- Immediate availability for hiring.
- Available for long contracts

Please, find my resume on the following pages and I do appreciate it if you could contact me at your earliest convenience to discuss the positions available and your needs in detail.

Thank you for your time and your consideration.

Yours faithfully,

**Iru J.**

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## Education

### CELTA - Cambridge Certificate - Dec 2025

#### FACULDADE LÍBANO

Master's student in English Language Teaching Methodology **2025**

Master's student in International Law **2025**

#### Universidade Pitágoras Unopar Anhanguera

Curso Superior Tecnológico - Web Developer - Julho **2024**

**C.E.E.L.T** Certificate - Cambridge Examination For English Language Teachers of English.  
*Cambridge Exams, UK – 1995*

**COTE** Certificate for Overseas Teacher of English  
Communicative Approach Methodology | English as a Second Language  
Juiz de Fora/ 1998

## Current Professional Experience

<b>English Teacher</b> <i>One-to-One Teacher / Online Teaching</i> <i>Basic - Intermediate - Advanced - Business English - Cambridge Exams</i>	<b>Since 1993</b>
<b>Webdesigner e Marketing Digital</b> Assessoria de Marketing Digital	<b>Since 2014</b>

## General Professional Experience

<b>Rio 2016 - Olympic and Paralympic Games</b> Eventim Ticketing Manager	<b>April to September 2016</b>
<ul style="list-style-type: none"><li>• Responsible for Copacabana Cluster for the Olympic and Paralympic Games, Rio 2016;</li><li>• Manager Responsible for six Ticketing Box Offices in Rio de Janeiro and one in Belo Horizonte;</li><li>• In charge of preparing and training a team of 80 Coordinators and over 200 Ticketing Agents in Rio de Janeiro and Belo Horizonte regarding sales systems, customer database, access control and client attendance;</li><li>• Ticketing Box Office and customer service management of ticket issue resolution facilities, including access control at the Olympic Venues in Copacabana Cluster in Rio de Janeiro (Marina da Glória, Beach Volley, Leme, Lagoa and Shopping Leblon Venues and in Belo Horizonte ( Boulevard Shopping)</li><li>• Agents and Coordinators operational and work schedules planning;</li><li>• Ticketing Box Office financial processes management and supervisors assistance regarding the daily cash opening and closing;</li><li>• Responsible for the Stationery Ordering for all the Ticketing Box Offices during the Olympic and Paralympic Games;</li><li>• Responsible for organizing the Uniforms for over 1.200 Ticketing Box Office co-workers;</li><li>• Responsible for organizing the Coordinator's Welcome Party.</li></ul>	

### Courses and Travel Abroad Consultant

*SW Intercâmbio - Empresa Extinta*

**2007 / 2013**

## *Customer Service Management*

Responsible for sales and for all the procedures regarding courses abroad such as Visas, Accommodation. Flight Bookings, Courses Enrolment to countries like USA, Great Britain and European Countries

### **Sale Consultant** **2004 / 2007**

*EF International Language School*

Responsible for sales and for all the procedures regarding courses abroad such as Visas, Bookings, Courses Enrolment and so on to countries like USA, Great Britain and European Countries

### **Language Course Teacher and Coordinator** **2000/2002**

*CNA Idiomas*

Responsible for all English Teachers recruiting process as well as all English Teachers Academic Training

### **Operador Internacional Bilíngue** **06/1999 – 09/2000**

*Brasil Center Comunicações*

*Juiz de Fora/MG*

- *Contato diário com diversos países em todo o mundo para completar ligações internacionais*
- *Obter informações em diferentes países para clientes pessoa Jurídica*
- *Trabalho em equipe – Proativo: Principais requisitos para a função*

Ps.: Professor de Inglês para a gerência e funcionários do setor internacional da empresa – Prof. Autônomo.

### **Professor de Executivos em Multinacionais** **01/1999 –06/1999**

*Nefi/Núcleo de Ensino de Francês e Inglês*

*São Paulo/SP*

- *Professor de Inglês – Básico, Intermediário e Avançado*
- *Professor de Executivos*

### **Language Course Teacher** **1993 /1998**

*Cultura Inglesa de Juiz de Fora*

*English Teacher from Basic to Upper Intermediate Students*

## **Skills**

**English Language:** Four Skills at Fluent Level

**Spanish Language:** Basic Level

**Iru J Silva**