



# Kyle McKinnon

Box 1823, Esterhazy, SK S0A 0X0 • (306)745-3414/(306)991-0126 • bongoguy@gmail.com

## ○ Profile

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I am a demonstrated achiever with exceptional interpersonal and customer service skills. I have had experience handling difficult classroom environments and can adapt quickly to new situations and/or software programs. My communication and typing abilities are excellent, allowing me to excel in any context.

## ○ Education

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### **Providence College & Theological Seminary**

Bachelor of Arts with a Major in Theological Studies, 2007

Certificate of Teaching English to Speakers of Other Languages, 2007.

## ○ Skills

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### **Applications**

Microsoft Office (Word, Excel, and Powerpoint), various database/customer service programs.

Typing speed of up to 55 wpm on a consistent basis.

### **Other**

Excellent proof-reading, editing, and grammar skills.

Ability to multitask effectively in different environments.

Exceptional phone etiquette and problem-solving.

## ○ Work Experience

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### **Language Studies Canada, Calgary, AB**

**2009**

#### **Teacher of English as a Second Language**

- Responsible for creating and implementing curriculum in a multinational classroom
- Worked with classes of 6-14 adult students in all areas of language learning; speaking, reading, writing, and grammar with a student focused approach.
- Taught TOEFL Preparation and different levels of classes, ranging from 1, being absolute beginner, to 10, being advanced English.
- Administered weekly tests, prepared class reports, met with students one on one to discuss progress and areas needing improvement and reported to direct supervisor with class scores and concerns.

### **Princeton Language Institute, Wonju, South Korea**

**2008-2009**

#### **Teacher of English as a Second Language**

- Responsible for creating and implementing new curriculum
- Responsible for supervising small-large groups of children, providing quality English education and practice, and preparing quarterly progress reports for each child.
- Maintaining working relationships with coworkers and supervisors in a close-knit environment.

### **Paretologic, Inc., Victoria, BC, Canada**

**2007-2008**

#### **Customer Service Representative**

- Responsible for meeting daily quotas of customer email replies as set by the supervisor.
- Responsible for providing phone support for customers with urgent needs - completing transactions and solving problems in an efficient and timely manner.
- Responsible for providing refund requests to customers who were not satisfied with the products.

## ○ Activities

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TOEFL Preparation Course Teacher, LSC Calgary

**2009**

President of Student Council, Providence College

**2007**

## ○ References

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Estelle Brennan, Academic Supervisor, LSC Calgary, (403) 662-2200 or (403) 999-7651

Jesse Edmonds, former Supervisor, Christian Book and Music, (250) 881-5808

Barb Pilgrim, former Team Lead, West Corporation, (250) 216-0974



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