A dedicated individual who is experienced in planning, coordinating and implanting to a very high standard. Respected by peers with excellent interpersonal and communicating skills in professional working environments. Solid IT skills and a published writer in several literary magazines. Dependable, trusted and approachable, with experience of mentoring colleagues and children.

**Professional Experience**

**English Language School, E.L.L Academy, Incheon, South Korea**

**November 2010- November 2011**

***Senior English Language Teacher***

* Responsible for teaching over 70 students on a weekly basis.
* Training, evaluating and assisting new teachers.
* Planning lessons, syllabuses, grammar and the structure of classes.
* Experienced at teaching phonics, beginner, intermediate and advanced classes from ages 5-19.
* Participating in, monitoring and implementing P.E.L.T exams and phone tests.
* Marking and correcting diaries on a weekly basis; creating essay and diary topics.
* Responsible for selecting textbooks such as Toefl, creating weekly and daily lesson plans and developing the structure of advanced classes.
* Minute taking and assisting in weekly meetings with senior staff and management.
* Assisting in recruiting new teachers.
* Over fifteen hundred hours of teaching experience.
* Creating weekly vocabulary, grammar, storybook and pronunciation tests.

**Experian, Nottingham**

**January 2009- October 2010**

***Sales and Loyalty Representative, Credit Expert***

* Training new starters; call listening to ensure a high level of customer service and quality control. Teaching new starters how to use company programs and software.
* Minute taking, coordinating and participating in meetings.
* Showing adaptability and flexibility to working hours and practices in an evolving job role.
* Consistently showing excellent time management and organizational skills.
* Developing and adapting to new computer software programs on a weekly basis.
* Retaining, maintaining and assisting customers through excellent customer service.
* Interacting and working with several departments; trusted in exchanging highly sensitive information and customer details appropriately.
* Offering financial advice and assistance.
* Updating and amending databases; informing government departments such as local councils.
* Interacting and working with partner companies to ensure effective service; helping to promote Credit Expert as a company.
* Successful at selling the benefits of the company and its services.

**Waterstones, London**

**September 2008- January 2009**

***Bookseller and Customer Service Assistant***

* Ordering stock for customers.
* Searching database and giving excellent product knowledge and customer service.

**Indigo Books, Toronto, Canada**

**August 2007- August 2008**

***Senior Bookseller and Customer Service Representative***

* Excellent customer service and product knowledge.
* Collating and updating daily, monthly and yearly budgetary information for area managers.
* Organizing and handling book signings, liaising with authors, publishers and staff.
* Training staff, running the store in manager’s absence, taking meetings.
* A leader in sales and promotion of Indigo as a company.
* Trusted to attend annual meetings with publishers on behalf of management.

**Education & Qualifications**

**Tefl England Qualification, Nottingham. August- September 2010**

**Bucks New University (previously known as Buckinghamshire Chilterns) 2002-2005**

* Ba Honours Degree in Creative Writing and Film Studies, Upper Class 2:1 achieved.

**South Nottinghamshire College, West Bridgford, Nottingham. September 1998- June 2000**

* GNVQ Advanced in Business Studies, Pass grade achieved.

**Harry Carlton School, East Leake, Leicestershire. September 1993- July 1998**

* 10 GCSE’s, 5 Grade A-C including: Math’s, English, Drama, Business and History.

**Personal Details & Interests**

* Full/ Clean Drivers license.
* Writing, reading and active in sports
* Published in The Noise, The View From Here (US) First Edition (UK), and Dundee Anthology.
* Assisting at shelters to feed the homeless once a month in deprived inner city areas of Nottingham.