

ISABELLE CHANG

1310 Quenneville Street apt. 103, Montreal, QC, H4N 1V5 (Canada)
1-514-463-4483 is_chang@live.com

Highlight of Qualifications

- 8 years of experience in customer service
- 3 years of experience in supervising small teams of 15 in the food industry
- combined 2.5 years of experience tutoring children of age 9-10 in French, Math & Geometry and university students in French and English, and various essay editing
- BA in English Literature, minor in Chinese Language (Mandarin) and Culture
- Fluent in English (mother tongue) and French
- Canadian citizenship, date of birth: May 22nd, 1986

Education

- Oct - Nov '10 (projected) International House Bangkok, Chiang Mai, Thailand
Certificate in English Language Teaching to Adults (CELTA)
- 2006-2010 Concordia University, Montreal, Canada
Bachelor of Arts in English Literature
Minor in Chinese Language (Mandarin) and Culture

Volunteer Experience

- Nov '07 – present Isabelle Chang Tutoring, Montreal, Canada
Main Tutor
+ Tutoring university students in English and French
+ Editing essay in MLA, APA and Chicago format
+ Preparing students for the “TCF for Quebec” (a language test for immigration purposes)
+ Editing novels for amateur writers
- Feb – Jun '10 Kouzin Kouzin', Montreal, Canada
Homework Club Volunteer
+ Helped 9-10 year olds with their homework in Math, Geometry and French

Other Work Experience

- Feb '10 – present Quiznos Sub, Montreal, Canada
- Jun '06 – Jul '07 *Shift Supervisor / Sandwich Artist*
+ Trained new employees and retrained older ones
- Jul 07' – Dec '09 Starbucks Coffee, Montreal, Canada
Shift Lead
+ Supervised a team of 15 employees
+ Increased sales by 7% compared to the previous year
+ Maintained cash flow and reported daily deposits
+ Made and received orders, did monthly inventory
+ Trained new employees and retrained older ones

Interests and Hobbies

Dragonboating, acoustic guitar, traveling and foreign languages