

## Kelly A. Imamura

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### Objective

*To teach children with effectiveness, enrichment, and creativity in order to create an enjoyable and meaningful learning experience.*

### Experience

#### **Pagoda-Direct English** Seoul(Yeouido), Korea

*English Tutor*  
July 2010-July 2011

- Assisted students with enhancing their vocabulary, pronunciation, and conversational skills through planned 30-60 minute private sessions.
- Led group classes ranging from simple conversation to formal business English using provided and generated materials.
- Helped business professionals with presentations and research projects by editing and rehearsing materials the students brought in.
- Used role play to master various scenarios in business and personal situations (telephoning, vacationing, interviewing, medical, etc.)

#### **The Academic Advantage** Los Angeles, CA USA

*Private Tutor*  
Mar 2010-Jun 2010

- Evaluated the performance of elementary school students in English and Math in order to identify particular areas most in need of improvement.
- Created, generated, and gathered materials (worksheets, games, reading materials, etc.) to help students reach specific academic goals in relation to grade level performance.
- Encouraged, motivated, and engaged students in the subject matter by tailoring to the student's personality, learning style, and motivation. (Ex: playing "store" with a pretend cash register, money, and objects to engage hyper students)

#### **FedEx Office** Orinda, CA USA

*Customer Service Specialist*  
Oct 2006-Aug 2008

- Assisted customers with print orders, mailing packages, document design, and self service machine operation.
- Served as main line of communication between surrounding FedEx stores and vendors.
- Trained new employees on the operation of the store, various machinery used, and the organizational culture.

#### **The Culver Hotel** Culver City, CA USA

*Front Desk/Concierge*  
Sep 2005-Aug 2006

- Served as first point of contact between the public and hotel; responsible for educating the public about the hotel's historical significance.
- Checked in and out guests, made reservations, and handled multi-line phone system.
- Coordinated guest requests and the tasks of maintenance staff.

### Education

- *University of California, Davis*  
B.A. in Communication, 3.7 GPA
- Currently working towards TEFL certification

*Recommendation Letters available upon request*

**Skills**

- Communication and Organizational skills
- Efficient multi-tasking with the ability to pay attention to detail and be creative
- Able to develop sound working relationships and be a team player
- 5 years of experience in customer service related positions
- Art/Design Skills, experienced in art as a form of business and personal enrichment

**References**

Heejin Cho, Pagoda-Direct English Manager 010-2269-9678(cell), office 02-2156-4000

Young-eun Kim, Former Roommate/High School Teacher 010-7153-1429

Boom Anderson, FedEx Office Manager 925-258-9243

Veronica Goper, Culver Hotel Assistant Manager 310-558-9400

\*Additional References available upon request (coworkers, etc.)

\*No references available for Academic Advantage because this was an independent contractor position working with Spanish speaking families (parents speak little to no English). Proof of employment can be provided upon request.

***Recommendation Letters available upon request***