

**COACHING AND MENTORING ■ STRATEGIC PLANNING ■ TEAM BUILDING ■ CUSTOMER SERVICE / CLIENT RELATIONS  
OFFICE MANAGEMENT ■ ADMINISTRATION ■ TRAINING AND DEVELOPMENT ■ ACCOUNT MANAGEMENT ■ ADVOCACY  
CURRICULUM DEVELOPMENT ■ FUNDRAISING ■ CLASSROOM MANAGEMENT ■ SCHEDULING ■ DOCUMENT CREATION**

## QUALIFICATIONS SUMMARY

Top-performing, highly-motivated, and multi-lingual **service professional** with over 20 years of experience and a strong track record of success in customer service, administration, and teaching/training. Honest, dependable, and dedicated self-starter with exceptional organizational skills, outstanding attention to detail, and very strong administrative capabilities. True cosmopolitan who is fluent in French and Arabic and has experience in both international and U.S. organizations. Enthusiastic team player with excellent communication and interpersonal skills to easily and effectively interact with individuals at all levels. Natural leader who is driven to go above and beyond to exceed expectations. Computer savvy and proficient in Microsoft Outlook, Word, Excel, and PowerPoint; EdLine; and Promethean.

## PROFESSIONAL EXPERIENCE

NAME COUNTY PUBLIC SCHOOLS, City, State 1/07 – present

### LONG-TERM AND SHORT-TERM SUBSTITUTE TEACHER

Create, revise, and implement innovative lesson plans. Employ several classroom management strategies and utilize different technical applications including Microsoft Excel, Word, PowerPoint, Outlook; EdLine; and Promethean.

NAME SCHOOL OF THE HOLY CHILD, City, State 1997 – 2006

### TEACHER / OFFICE ASSISTANT

Directed and assisted in the day-to-day activities of the school administrative offices. Answered and directed all phone inquiries. Fielded and resolved inquiries from parents, teachers, and other personnel. Mentored and trained new foreign language teachers. Created lesson plans and reports in Microsoft Word. Developed Microsoft Excel spreadsheets to track and analyze student grades and progress. Taught seventh and eighth grade French classes (speaking, listening, reading, and writing). Employed the latest educational approaches and incorporated current events, cultural activities, and other social topics into curriculum. Raised funds for several charities. Created a new middle school French program that addressed diverse student needs. Frequently served as a guest lecturer in social studies and religion classes.

NAME COUNTY PUBLIC SCHOOLS, City, State 1996 – 1997

### FRENCH INSTRUCTOR (DIVISION OF ADULT EDUCATION)

Taught beginning and intermediate French to adults. Employed an eclectic approach to teaching including implementation of the direct method and the counseling-learning approach. Prepared lessons, assignments, and instructional materials to meet the diverse needs of students.

THE EMBASSY OF COUNTRY City, State 1995 – 1996

### ADMINISTRATIVE ASSISTANT / TRANSLATOR

Managed the office of the Defense Attaché. Analyzed information on the Internet regarding defense and technology. Served as the assistant to the Defense Attaché and as the liaison between the military office and the Pentagon. Fielded and directed all calls placed to the Attaché and oversaw all correspondence for the Attaché. Coordinated office personnel schedules, supervised office equipment maintenance, and administered payment of contractors and office accounts.

THE EMBASSY OF COUNTRY, CULTURAL DIVISION, City, State 1987 – 1990

### ACADEMIC ADVISOR

Coordinated and oversaw the orientation of new students coming from Kuwait. Administered scholarships to over 150 Kuwaiti students. Guided and advised students about the university system in the U.S. and Canada. Monitored students' academic progress, evaluated transcripts, and counseled students with personal; social; and educational problems. Created reports for the Kuwait Ministry of Higher Education. Advised the academic committee on individual cases. Liaised between university administrations and students and collaborated with university officials on behalf of students.

THE EMBASSY OF COUNTRY, City, State 1985 – 1987

### ADMINISTRATIVE ASSISTANT / TRANSLATOR

Managed the entire embassy office and served as administrative assistant to the Defense Attaché. Translated documents and correspondence from French to English and English to French.

\* Previously served as a travel consultant, the assistant manager of a travel agency, and as a French instructor at the International Center for Language Studies in Washington, D.C.

## EDUCATION

**MASTER OF ARTS, LINGUISTICS** – The American University, Washington, DC (received a scholarship for graduate studies)

**CERTIFICATE IN TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES** – The American University, Washington, DC

**CAMBRIDGE PROFICIENCY COURSEWORK** – Ealing College of Higher Education, London, England

**BACHELOR OF ARTS, ENGLISH** – The University of Oran, Oran, Algeria