

# Jane H. Doe

## TRAVELED IN OVER 29 COUNTRIES

### Africa

Botswana  
Malawi  
Namibia  
South Africa  
Swaziland  
Tanzania  
Zambia  
Zimbabwe

### Asia

Brunei  
Cambodia  
China  
Hong Kong  
Indonesia  
Japan  
Laos  
Macau  
Malaysia  
Pakistan  
Singapore  
South Korea

### Oceania

Fiji

### South America

Argentina  
Chile  
Uruguay

### Europe

England  
Italy  
Spain

### Middle East

Israel  
United Arab Emirates

### North America

Canada  
Mexico

## OBJECTIVE

Pursuing a position in a non-governmental organization (NGO) or non-profit sector that will allow me to make full use of my analytical background and ability to work independent of supervision.

## EDUCATION

B.A. - Comparative Literature, Some College (2002)

## SUMMARY OF QUALIFICATIONS

Consummate professional experienced in working in fast-paced environments demanding strong organizational, administrative support, and interpersonal skills. Trustworthy, ethical, discrete, and committed to performing all required duties in an expeditious and professional manner. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects, and able to multi-task effectively. Able to command the respect and trust of co-workers, subordinates, and superiors. Well aware of and sensitive to cultural and personal differences which enhance the ability to work with diverse people.

## EXPERIENCE HIGHLIGHTS

### ADMINISTRATIVE SUPPORT

Assisted with office administration, including answering calls, scheduling appointments, and filing documents. Helped with marketing and promoting the English language school, and helped meet student retention goals. Attended all daily and weekly school meetings to discuss business operations and school admission goals. Participated in weekly meetings to plan social gatherings and events for special occasions and holidays. Present at the annual and semi-annual teacher development meetings at the English language school headquarters.

### CUSTOMER SERVICE & CLIENT RELATIONS

Respond to client questions and concerns in a professional and expeditious manner to build client relationship. Resolve complaints and address problems, and formulate solutions to build trust in company and brand. Interviewed prospective students to gauge their comprehension level and conduct mid-semester evaluation of progress. Provide feed back on student progress, and assist with curriculum development to meet student needs.

### SALES

Number one in bookseller store for year to date sales, consistently outperforming monthly sales quotas. Regularly exceeding the discount cards at a rate of 3% weekly, above the required 2% weekly rate. Sales of company textbooks and companion books for English language courses to English language students.

### SUPERVISION & STAFF DEVELOPMENT

Reconcile and verify all point of sale cash tills and ensure monetary transactions were conducted error free. Supervision and training of front end employees tasked with customer service and processing purchases. Delegation of tasks and assignments assisting other departments with cleanup for close of business day.

### TEACHING

Taught English language to students of all ages, in classroom settings, online settings, and on a one-on-one basis. Preparation and customization of lesson plans on an individual student by student basis based on their performance. Monthly meeting presentations to 50 or more fellow English teachers on various teaching related topics.

## WORK EXPERIENCE

Head Cashier, **SomeBookstore**, SomeCity NY (June 2009 - Present)  
*SomeBookstore (NYSE: SBS) is one of the nation's top bookseller brand, selling over 500 million books annually.*

English Teacher, **SomeSchool**, Tokyo, Japan (June 2007 - June 2009)  
*Overseas program offering English language education training to individuals on a one-on-one basis.*

English Instructor, **AnotherSchool**, Osaka, Japan (November 2003 - June 2007)  
*Education through Communication for the Community is a foreign language institute in Japan with over 250 campuses.*

English Instructor, **YetAnotherSchool**, Kyoto, Japan (April 2001 - June 2003)  
*Offering English language lessons in classroom and online, with over 500 branch schools and 150,000 students.*

Head Cashier, **SomeBookstore**, SomeCity, NY (September 1998 - August 2000)  
*SomeBookstore (NYSE: SBS) is one of the nation's top bookseller brand, selling over 500 million books annually.*

## SKILLS

**CERTIFICATION** Sabre Certificate (May 2005)

**SOFTWARE** Microsoft Word, Microsoft Excel, Microsoft Outlook, WordPress

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