**Louis Koutroulakis**

Halifax, Nova Scotia, Canada B3L 3X2

(902) 830-5342

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**Education**

Saint Mary's University Halifax, Nova Scotia

Bachelor of Commerce in Marketing Graduated May, 2010

**Teaching Experience**

CNN English Language Institute Incheon, South Korea

Native English Teacher Sept.21, 2011 - Oct.31, 2012

* Taught primary to middle school students English speaking, reading, and writing
* Assisted in the selection of textbooks for new semesters and intensive programs
* Designed various handout and test materials
* Taught advanced essay writing to middle school students
* Helped plan and participate in special academy events (holidays, intensives, etc.)

**Other Work Experience**

Convergys Dartmouth, Nova Scotia

Customer Care Representative January 2011 - August 2011

* Provided high quality customer service to wireless phone clients
  + - * Addressed client concerns, issues, and complaints in an professional manner
* Selling of additional products and services
* Answered inquires regarding product specifications and troubleshooting

Universal Staffing Inc. Dartmouth, Nova Scotia

On-call temp worker 12/2004 - 12/2010

* Required to be available on short notice and to quickly adapt to new surroundings
* Tasks ranged anywhere from manual labor, training, sales, computing, and office work
* Assisted over 20 different organizations over course of employment

**Volunteer Work**

Halifax Tall Ships Festival Halifax, Nova Scotia

Site Crew Summer 2007

* Checked boarding passes and concert tickets
* Provided guests with general information in a friendly manner
* Directed traffic and monitored shuttle bus loading/unloading
* Worked alongside ship crews