

RESUME

Mary Ann Conlin

Citizenship: Canadian

Education

I am a graduate of the TESOL certification program from United TESOL International College of Teacher Training, Ottawa, Ontario, Canada. My TESOL certification includes refreshment in English Grammar, with a specialization in Teaching Business English. I also hold an Honours Bachelor’s Degree in Religious Studies from the University of Ottawa, Ontario. This degree gives me the skills to explore religious and cultural issues using perspectives from multiple disciplines (anthropology, sociology, psychology, history). My Secondary School diploma was obtained from North Hastings High School in Bancroft, Ontario, where I graduated with honours.

Teaching and Professional Experience

**Head Teacher, NamHwaseong Wonderland, Hwaseong South Korea**

For 2 years I was foreign head teacher at an expanding private language academy in South Korea. From 10am to 2pm I would teach 6 and 7 year old students who had some exposure to the English language. I utilized a variety of resources to increase their vocabulary and speaking skills, including textbooks, songs, arts and crafts, and physical activity. Through total physical response (demonstration), realia (real objects), and repetition I saw a dramatic increase in my student's English abilities. From 2pm to 6pm I taught elementary aged students. These student's English language skills ranged from beginner to expert, and I found my teaching strategies varied depending on the needs of the students. Beginner students needed exposure to more physical demonstrations (flash cards, bodily gestures, etc) while my expert students were focused on improving their grammatical speech, English idioms, and overall confidence in English.

**Recreational Therapist, Valley Stream Retirement Manor**

This position required me to provide recreational and spiritual care for elderly residents in need of long term healthcare. This included leading group activities (such as dancing, singing, language classes, Bible studies) for more active seniors, and spending one-on-one time with more feeble patients. Working with these patients gave me an incredible sense of fulfillment and compassion, as well as excellent interpersonal skills with elderly people. I was also responsible for coordinating programming for these patients, which required me to assess their physical and cognitive abilities and provide appropriate activities for their needs. This was an important role because these activities had to be contributing to a patient’s health goal (whether it be avoiding isolation or redeveloping social skills), and the activities had to follow the guidelines and recommendations set forth by the Ontario Ministry of Health.

**Shift Leader, Second Cup (Barista)**

As a shift leader for a competitive coffee company, it was my responsibility to ensure that my staff was completing their tasks and promoting the Second Cup brand. This included cleaning, restocking product, making drinks according to Second Cup standards, and providing every customer with hospitality and fast service. I had to complete the bank deposit at the end of every shift, and make sure that proper closing procedures were followed. Along with having to mix drinks properly and complete my closing duties, I had a great experience meeting new people and improving my social skills. I had to demonstrate good communication skills in order to deal with customer dissatisfaction in an efficient and effective manner. I feel that this position helped me develop great multi-tasking skills, which is necessary in the classroom to help as many students as possible.

**Call Centre Supervisor, R.A. Malatest & Assoc.**

When I began working at this outbound call centre, I was a surveyor who would call Canadians on behalf of government and not-for-profit organizations to ask about important issues. This required me to persuade people to participate, and important part of getting someone to participate was to communicate clearly and effectively in fluent English. After becoming a successful surveyor I was promoted to the position of call centre supervisor. My main duty was to evaluate surveyor calls and to point out any mistakes they made, as well as instruct them on how to improve. This position gave me the confidence and skills to effectively communicate with people over the phone, whether they were native English speakers or not. I developed a phonetic familiarity with foreign languages that are common in Canada (Cantonese, Japanese, Farsi, Hindi, etc), which will be essential for effective teacher/student communication.

Computer Skills

I am very comfortable with the use of a computer. My university studies and work experiences have allowed me to learn and become familiar with various programs such as word processors, spreadsheets, database programs, presentation and photo editing software, internet, etc.

References

Available upon request ^^