**Jenny Soliven**

**Objective:** Seeking a competitive and challenging environment where I can serve your institution and establish an enjoyable career for myself.

**Educational Background:**

**Tertiary Level:**

**Degree:** Bachelor of Education

**School:** University of the Cordilleras

**Address:** Gov. Pack Rd. Baguio City Philippines 2600

**Year Graduated:** 2014

**Degree:** Bachelor of Arts in Political Science

**School:** Saint Louis University

**Address:** A. Bonifacio St. Baguio City Philippines 2600

**School Year:** June 2002 – March 2006

**Year Graduated:** 2006

**Secondary Level:**

**School:** Divine Word College of Vigan

**Address:** Burgos Street, Vigan City Philippines 2700

**School Year:** June 1998 – March 2002

**Year Graduated:** 2002

**QUALIFICATIONS**

1. **LICENSED TEACHER:** Bachelor of Secondary Education, License Number 1362038
2. Proficient in oral and written English
3. Skillful in computer applications related to work
4. Highly-motivated, creative, innovative, resourceful, and passionate
5. Can work under pressure

**Language and Degree of Proficiency**

**English – Fluent**

**Working Experience**

**1. Call Center Associate –**

 **Company**

 **Address:** Philippines

 **Date:** March 2016 – June 2016

**As a Call Center Associate:**

* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

**2. Position:** Teacher Manager

**Company:** E.Link Language Center CO.

**Address:** North Outlook Drive Baguio City

**Date:** February 2014 – November 2015

**Contact Person:** Jean Chui **Mobile:** +639175070626

**As a Teacher Manager:**

* Set performance standards for tasks, jobs and roles of each employee.
* Ensure the proper implementation of new policies and programs from the management.
* Represent the employee’s requests and to management, reviews the needs of both the company and the employees.
* Assist the Human Resource department.
* Organize and provide training for continuous career development and growth for employees.
* Conducts orientation and training of newly hired employees.
* Prepare the lesson and materials (Power point Presentations) needed.
* Employ assessment tools and proactive strategies to improve instruction methods.
* Handle an average of 7 students (50 minutes/class) in a day.
* Develop curriculum that would suit the needs of the institution.
* Present the lessons in most interesting manner to gauge the students.

**3. Position:** Classroom ESL Teacher/Trainer

**School:** New Hope Language School

**Address:** 52 Guangyu St. Yinzhou District, Tieling City Liaoning Province, PR of China

**Date:** September 2009 – November 2013

**Contact Person:** Wang Jia Rui  **Mobile:** 18604905544

**As a Classroom Teacher:**

* Maintains complete and accurate records of each student’s using both school wide and classroom based formative and summative assessments.
* Plans, documents, and carries out daily lessons that align to the school’s curriculum and standard.
* Recognizes the needs of individual students and group at large. Offers support as needed using flexible groups and free classes,.
* Establishes consistent and logical limits, expectations, and classroom routines for students to allow for maximization of learning.
* Maintains an organized and inviting physical environment.
* Maintains close relationships with parents, communicating on a regular basis and encouraging them to be more involved with their child’s education.
* Attends, participates in, and contributes to in-service activities and staff meetings.
* Participates in the development of curriculum, and assesses its effectiveness in the classroom.
* Consults appropriate school administration and specialists in a timely manner to address the needs of struggling students.
* Observes the classrooms of colleagues as possible.
* Welcomes observation by and feedback from colleagues and other professionals in education.
* Workshops, seminars, and courses relating to professional growth goals.

**As a Trainer:**

* Conduct intensive training for new employees.
* Evaluate the teaching performance of all the teachers.
* Research and introduce new methods of instructions.
* Guide and coach teachers to continually improve performance and to maintain quality performance.

**4. Position: Online ESL Teacher and Team Leader**

**School:** Epark International Solutions Inc.

**Address:** The Valero Tower, 122 Valero St., Salcedo Village, Makati City, Philippines 1227

**Date:** July 2007 – September 2009

**Contact Person:** Joseph Catral **Mobile:** +639322096726

**As a Team Leader:**

* Supervise the performance of the teachers in the team.
* Provide assistance to the needs of the teachers as well as the students if can be helped.
* Relay information from the management to the teachers and vice versa.
* Help in developing new curriculum or materials needed.
* Organize Team Buildings and other similar activities for Team empowerment.

**As an Online ESL Teacher:**

* Prepare the lesson and language topics needed.
* Employ assessment tools and proactive strategies to improve instruction methods.
* Encourage the student to be more expressive.
* Provide extensive vocabulary, grammar enhancement and near perfection of pronunciation for the students.

**TESOL Certificate:** World Learning SIT Graduate Institute: Best Practices in Blended Learning Course

**Date:** January 4-26, 2011

**Address:** Tieling City, Liaoning Province PR of China

**PERSONAL DATA:**

Nationality: Filipino

 Date of Birth: January 16, 1986

**Job Seeker First Name / CV No: 1800876**

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