

P.O. [REDACTED] 26714

Contact: [REDACTED]

E-mail: [REDACTED]

German Language Instructor

23+ years' rich experience in delivering optimal results & business value in high-growth environments

Management professional with foreign language capability in speaking, listening and reading. Proven expertise in the development and delivery of language training programs. Rich knowledge and comprehension of the culture of the U.S. and Europe. Core strengths in foreign language teaching techniques and instructional systems. High expertise in designing, developing and launching large scale learning solutions. Integrate cultural diversity. Exceptional communication, administrative, motivating skills, and ability to work singly or in a team. Gifted with remarkably clear, attractive, and well-controlled voice; good timing, excellent pronunciation, and good command over German/Spanish required necessarily for teaching/training. Strong academic background with high level of initiative in curriculum related as well as extra-curricular areas, developing student-centered, congenial learning techniques to instill enthusiasm in students with emphasis on value education to foster their development to their utmost potential. Key competencies in learning theory, psychology of learning, educational psychology, and Instructional Product Development. A go-getter with excellent communication skills can handle multiple tasks to meet deadlines in pressure situations; willing to travel the extra mile. A front-line team player who presents a positive company image; commits to deliver top-quality service to all customers; good problem solver, possess excellent analytical skills. QHMP – Qualified Mental Health Professional (recognized in the state of VA).

PROFESSIONAL VALUE OFFERED

Curriculum Development	Translation/Teaching	Interpretation/MIS	Training & Development
Reports/Documentation	Sales & Service	Learning/Counseling	Quality Assurance
Administration	Evaluation Techniques	Program Management	Client Servicing
Community Resource	Cross Functional Coordination	Secretarial Services	Analytical Skills
Organizational Skills	Communication Skills	Team Management	Multi Cultural

PERFORMANCE MILESTONES

- Earned rich experience in providing one-on-one coaching while facilitating group exercises and activities.
 - Distinction of developing, testing, maintaining, and delivering training programs and related materials in support of customer training objectives.
 - Having credential of handling all German & English Correspondence and technical documentation.
 - Organized various training sessions and developed criteria for evaluating the effectiveness of training activities.
 - Meticulously maintained records of training activities, participant progress, and program effectiveness.
 - Successfully handled various assignments and translation projects.
 - Drove the system & efforts for updating course documentation on a regular basis to ensure timeliness and relevance.
 - Led the team including evaluating the effectiveness of their training presentations and programs.
 - Judiciously conducted research into new training, educational, and multimedia technologies.
 - Served as an Interpreter during conference calls with the client, and also provided support to the team during testing phase.
 - Implemented the concept of MIS reporting to update the Management on regular basis.
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CAREER PROGRESSION

Inside Sales & Service Representative, Ashworth Bros, Inc., Winchester, VA, Since Jun 2010

- Accountable for quotes & orders in international markets - focus China, Singapore, Japan, Korea, Taiwan, Thailand, Australia, and New Zealand.
- Actively led and collaborated with the Team members to allocate tasks and monitored the progress of the project.
- Translated all the Emails, Code Comments and Test Cases Documents to German; also reviewed the translated technical documents.

Potomac Highlands Guild, Romney, WV, Mar 2010 to Jun 2010

- Accomplished responsibility for Case Management for DD/MR Populations and supportive services.
- Actively participated in conducting need analysis and collaborated with the subject matter expert to develop customized training programs and thus meet training objectives.

Housing Counselor, Telamon Corporation, Martinsburg, WV, Sep 2009 to Mar 2010

- Responsible for assisting families in overcoming the barriers to employment and maintained an affordable place to live through case management and supportive services.
- Led & guided the team in counseling eligible clients for budgeting, tenancy rights, homeownership.
- Interfaced & coordinated with community agencies/organizations, both public and private.
- Played pivotal role in developing curriculum for financial literacy classes.
- Drove the initiative to maintain information on program qualifications, loan application/processes, credit requirements, and other requirements for the counseling program.
- Proactively contributed in the development and production of bilingual housing information.
- Established plan to produce status reports to assure authenticity of accomplishments and compliance with project procedures, goals and objectives.
- Developed and submitted quarterly reports on training & development metrics, including participant profiles and evaluation results, and ensured evaluations of all training & development programs in line with the approved evaluation strategy.

In-Home Clinician, Mental Health Support, DePaul Family Services, Roanoke, VA, 2008 to 2009

- Accomplished responsibility for managing In Home-Services, Clinical Services Program, and Treatment Foster Care.
- Guided & mentored the team in providing Mental Health Support, Socialization and Community Integration.
- Efficiently liaised with foster parents, and other community professionals.
- Drove the efforts for supporting and assists clients with social, health and economic needs.
- Played pivotal role in developing individual and family service plans – person centered & family focused.
- Mentored members of the German Operations team and provided assistance with the language.
- First point-of-contact with German clients.

Quality Assurance Assistant, Dow Agro Sciences, Indianapolis, IN, 2005 to 2007

- Assumed responsibility for supporting Team of Auditors and Study Directors to ensure global regulatory compliance and maintained regulatory data base
- Established plan to verify GLP and SOP procedures and processes.
- Judiciously handled Quality Assurance activities, scheduled audits and department meetings as needed.
- Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.

Host Home Scheduler, Pathway Family Center, Indianapolis, Indiana, 2004 to 2005

- Entrusted with the onus of providing Administrative support to Pathway Family Center counselors & participating families.
- Gained invaluable experience as Volunteer (Teen Substance Abuse Program).
- Translated the QMS tools and related documents to German.
- Responsible for maintaining team's Work Strategy, driving Internal Auditing functions, coordinating documentation, preparing reports & functioning as 1st point of contact for escalations.
- Judiciously reviewed internal control procedures for operational systems, identifying weaknesses and recommending improvements.

Executive Assistant to CEO, INDEX Corporation, Noblesville, IN, 2002 to 2003

- Contributed significantly in international liaisoning with directly reporting to CEO and Board of Directors.
- Instrumental in conducting market research, and international business development.
- Successfully coordinated international trade show promotions activities.
- Judiciously handled HR & Benefits Administration, Visa Applications and Expense Reports.

EARLIER EXPERIENCE

International Business / After Market Sales, SIEMENS Mass Transportation Systems, (Sacramento CA), 1998 to 1999

Translator / Executive Assistant, the Wild Rice Exchange, Inc. (Woodland, CA), 1996 to 1997

Translator / Interpreter / Executive Assistant, LEGO GmbH, (Hohenwestedt, Germany), 1991 to 1993

Translator / Executive Assistant to the Editor in Chief, Oil Market Report (Wrist, Germany), 1986 to 1991

EDUCATION

- MSW Program, Radford University – 2009
- Bachelor of Arts – Anthropology, Minor Sociology, Indiana University Purdue University Indianapolis, IN – 2007
- Colón Institute of Languages Major German, Minor Spanish & International Trade Hamburg, Germany – 1984

TRAINING/COURSES

- CPR & FIRST AID certification
- Beyond Consequences Training
- Vicarious Trauma Training
- Suicide Prevention Training & Various other workshops and training

I.T. SKILLS

- Advanced Outlook, Advanced Excel, Advanced Word, Access, SAP, QuickBooks

MEMBERSHIP

- Member of National Association of Social Workers

References and verifying documentation furnished upon request