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|  |  | Caterina Herrington |  |  |
| Education Specialist and Administrator | | |  |
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| career goal     Quality-oriented professional with years of work experience and a proven knowledge of education administration, HR practices i.e., benefits, training, and recruitment. Aiming to use my abilities to successfully fill your professional role at your company. Focused professional with experience in holistic learning, instructional programming, and lifelong learning. Frequently praised as efficient by peers, I can be relied upon to help your team achieve its goals.     experience      |  |  |  | | --- | --- | --- | | Aug 2010 - Present |  | University Instructional Design/Instructor/Admin  Istanbul Bilgi University, ISTANBUL, İstanbul   * Essential Tasks: Academic skills instruction and course design in ESP (Psychology, Business, Engineering, and English Language Teaching), evaluation and definition of instructional goals and re-evaluation and redefinition of instructional purposes as needed, continual revision updating of course content and materials of instruction. * Administrative responsibilities are not limited to managing student/teacher attendance at the division meetings, course lessons, conferences on improving instruction, and such activities needed for professional development. * Initiation and participation in the overall department/division-wide program needed to meet and aid students during office hours. * Prepared course syllabi and used standard methods of evaluation listed in course outlines or other materials. |  |  |  |  | | --- | --- | --- | | Aug 2008 - Aug 2010 |  | University Instructor  Koc University, ISTANBUL, İstanbul   * Essential Tasks: Facilitation of course material related to ESL, focusing on English academic skills, such as writing, vocabulary, reading of college-level texts, listening and oral presentations, student advising, curriculum development, responsible for administrative tasks such as disciplinary documentation. * Synthesized and converted concepts and technical information into clear terminology and materials for students. * Supplied documented feedback to students on level of performance based on course outcomes. * Utilized instructional technologies to enhance effective learning. * Lectured on courses in varied locations and via various media to meet needs of in-class and remote students. * Graded exams and homework assignments. * Held office hours to meet with students and administer make-up assignments. * Advised students about future academic and vocational opportunities. * Refined teaching techniques by discussing strategies with other faculty members. * Tracked student attendance and recorded unexcused absences. * Utilized presentations, props, and visual aides to promote student engagement during lectures. |  |  |  |  | | --- | --- | --- | | Aug 2006 - Jan 2008 |  | University Instructor / Advising and Counseling/Administration  Fatih University, ISTANBUL, İstanbul   * Critical Tasks, served as a student adviser in relevance to educational aims and goals, personal issues related to life skills, and opportunities and created and structured lessons to meet the needs of learners in a bilingual environment, generated and facilitated diverse instruction to ensure a productive learning environment, developed and utilized personalized objectives and assessment applications relevant to a variety of ESL levels in the blended classroom. * Encouraged class participation and managed classroom interactions, setting up an environment that encourages learning. * Scheduled review sessions before exams and created opportunities to enhance personalized learning tasks. |  |  |  |  | | --- | --- | --- | | Jan 2004 - Jan 2006 |  | HR Generalist  Nature Publishing Group, Essential, New York, NY   * Administered various human resource plans and procedures for all organization personnel; helps in the development and implementation of personnel policies and procedures; prepares and maintains the employee handbook and the policies and procedures manual. * I have taken part in developing department goals, objectives, and systems. * Administered the compensation program, monitored the performance evaluation program, and revised, as necessary. * Performed benefits administration, including claims resolution, change reporting, approving invoices for payment, and communicating benefits information to employees. * Developed and supported affirmative action program; files EEO-1 report annually; and maintained other records, reports, and logs to conform to EEO regulations. * Conducted recruitment effort for all exempt and nonexempt personnel, students, and temporary employees; did new-employee orientations; monitored career-pathing program and wrote and placed advertisements. * I have handled employee relations counseling, outplacement counseling, and exit interviewing. * Participated in administrative staff meetings and attended other conferences and seminars. * Maintained company organization charts and the employee directory. * Aided in the evaluation of reports, decisions, and results of the department concerning established goals. * Recommended new approaches, policies, and procedures to continually improve the efficiency of the department and services performed. * Maintained human resource information system records and compiles reports from the database — continued compliance with federal, state, and local employment and benefits laws and regulations. |  |  |  |  | | --- | --- | --- | | Jun 2004 - Sep 2004 |  | HR Coordinator Internship  Marriott River Center, San Antonio, TX   * Essential Tasks: Planned and implemented administrative functions relating to coordination and logistical materials needed to support the goals of the Executive and Management Teams about special events and convention planning. * I took a proactive approach to problem-solving routine and general office issues. * Effectively supervised floor teams by facilitation, coaching, and development as needed to furnish and obtain information and perform other related projects and duties as assigned. |  |  |  |  | | --- | --- | --- | | Aug 2002 - Aug 2003 |  | ESL Teacher-IB school Primary and Middle schools  Colegio Americano de Torreon, Torreon  English as a Second Language Teacher -Key Tasks:   * Motivated students and used humor to induce pleasant learning environment. * Designed syllabi and conducted various group activities to achieve basic conversational knowledge. * Utilized assessments, ELD standards and classroom teacher input when planning lessons. * Prepared objectives and outlined for courses of study, following curriculum guidelines and requirements of states and schools. * Taught principles, techniques and methods in basic English language skills, life skills and workforce entry skills. * Established and enforced rules for behavior and procedures for maintaining order among students for whom were responsible. * Guided and counseled students with adjustment or academic problems or special academic interests. * Planned and supervised class projects, field trips and visits by guest speakers. * Prepared reports on students and activities as required by administration. * Encouraged and engaged students to speak in English. * Focused instruction on grammar and authentic conversation using interactive techniques to achieve progress. * Prepared and administered written, oral and performance tests and issued grades in accordance with performance. * Instructed students individually and in groups, using various teaching methods, such as lectures, discussions, and demonstrations. * Observed students to determine qualifications, limitations, abilities, interests, and other individual characteristics. * Assigned and grade class work and homework. * Conferred with staff members to plan and schedule lessons, following approved curricula. * Prepared materials and classrooms for class activities. * Arranged classrooms and lessons to provide opportunities for students to observe, question and investigate new concepts. * Developed and executed diverse individualized lesson plans that addressed language proficiency, learning ability, and learning style. * Supplied feedback on student performance to parents or guardians. * Utilized various teaching methods such as lectures, group discussions, and hands-on activities. |  |  |  |  | | --- | --- | --- | | Jan 2001 - Jul 2002 |  | HR Generalist Intern  Omni Hotels, San Antonio, TX   * Essential Tasks: Created and developed orientation program, Kept Job Bank including the corporate web page and phone bank, updated HRIS system, handled training, orientation, and documentation procedures of various functions within HR, Responsible for prescreening and interviewing of job candidates. |  |  |  |  | | --- | --- | --- | | Feb 1999 - Jun 2000 |  | Staffing and Recruitment Coordinator  Staffmark, San Antonio, TX   * Essential Tasks: Presented orientation sessions, interviewed, and staffed various positions within the SBC call center and professional departments, conducted telephone screening of applicants, processed background checks, drug screening, employment eligibility, I9s, W4 tax withholding, maintained HRIS system. |  |  |  |  | | --- | --- | --- | | Dec 1997 - Jan 1999 |  | Call Center Manager  Brylane, Call Center Management, San Antonio, TX   * Essential Tasks: Conducted the training of team (60 associates) in a classroom setting as well as in a one on one session, facilitated briefings and team meetings, conducted quality assurance coaching sessions, was responsible for QA functions such as the monitoring of associates side by side as well as away offsite, handled all aspects of performance and attendance HR documentation, performance reviews and appraisals relative to efficiency and productivity standards, conducted Kronos updates for payroll and weekly operator status reports. * Identified and implemented continuous process improvements for department. * Aided with product enhancement requests to drive process improvements. * Worked and collaborated with technical resources to resolve customer problems. |  |  |  |  | | --- | --- | --- | | Jan 1995 - Jan 1998 |  | Customer Care Team Leader/Training  Pagemart, San Antonio, TX   * Served as a manager related to customer relations issues, facilitating briefings and team meetings, created programs and recommendations to executive management on methods for improving productivity and reliability concerning the daily activities regarding team performance/ efficiency and customer service training and development of staff, handled HR attendance documentation, (i.e., Performance and attendance), facilitated classroom Customer Care Associate and Corporate National Account Representative training. * Resolved customer service or billing complaints by exchanging merchandise, refunding money, or adjusting bills. * Provided external and internal customers with requested information. * Referred unresolved customer grievances to designated departments for further investigation. * Documented inquiry outcomes for accurate tracking and analysis. * Researched and analyzed data to address operational challenges and customer service issues. * Made appropriate account corrections to resolve customer problems. * Navigated multiple computer systems and applications and used search tools to find information. * Contacted carrier representatives to plan or issue instructions for shipping and delivery of materials. | |  |  | education     Jan 2007  **Master’s in teaching/ Education**  Saint Leo University,  St. Leo, FL  **Relevant Coursework**   * K-12 Certification   Jan 2005  **I to I training**  TESOL, TESOL endorsement  Jan 2004  **Doctor of Education Program/ did not complete (ED. D)** **In** **International Education and Entrepreneurship**  University of the Incarnate Word,  San Antonio, TX  2003  **Master’s in organizational development**  University of the Incarnate Word,  San Antonio, TX  Jan 2002  **Bachelor’s in psychology of organizational Development**  University of the Incarnate Word,  San Antonio, TX. |

   skills   

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| * Computer Literate in the following: (Microsoft Word, Excel, PowerPoint, Access, Outlook, HRIS Systems). Excellent interpersonal skills, goal-oriented, proven ability to train and develop others, organizational development strategies, and methods, including training, HR functions, and classroom instruction. | * Personalized Support |
| * Supplying Feedback | * Instructional Techniques |
| * Group Assistance | * Instructional Strategies |
| * Educational Opportunities | * Curriculum Design |
| * School Programs | * Microsoft Office |
| * Scheduling Medical Appointments | * Social Studies |
| * Student Achievement | * Public and Private Education Knowledge |
| * Office Meetings | * Department Administration |
| * Classroom Observation | * Career Development |
| * Quality Assessments | * Common Core Learning Standards |
| * Document Coordination | * Classroom Support |
| * Complex Problem-Solving | * Student Teaching Supervision |
| * Management Support | * Compassionate Care |
| * Educational Settings | * Classroom Management Techniques |

   certifications   

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| * Florida Temporary Teaching License K-12 |  |