

# HARCOURT SETTLE

## CERTIFICATES/LICENSES

- Teaching English to Speakers of Other Languages (TESOL) North Carolina State University, McKimmon Center for Extension and Continuing Education
- Madrid Chamber of Commerce, Universidad de Alcalá, Superior Certificate Exam for Spanish Language, North Carolina State University, College of Humanities and Social Sciences

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## PROFESSIONAL EXPERIENCE

### SOUTHEAST EDUCATION CONSULTANT

Oxford University Press | Miami, FL | July 2019-Present

- Delivered webinar presentations on ESL teaching pedagogy using OUP resources to over 8 thousand global participants in one session
- Brought in new business of over 10k in the markets of Higher Education, K-12, Private Language Schools, and Adult Education programs offering ESL courses
- Attended conferences throughout the Southeast and gave presentations to audiences of over 30 people on OUP's English Language Teaching resources
- Assisted programs with resource implementation, teacher training, and general account management with a focus on relationship building
- Gained knowledge of CRM system, Salesforce, multiple report management, critical data implementation, as well as SAP operating system execution

### INSIDE SALES REPRESENTATIVE

Oxford University Press | Cary, NC | November 2018-July 2019

- Supported Midwest and Southeast territory field representatives through communication and consultative selling
- Gained vast product knowledge of OUP's print and digital offering for English Language Teaching resources
- Maintained existing customer relations and brought in new business of over 10k dollars in single adoptions
- Attended Early Career Coaching Circle for Professional Development
- Experience traveling and attending conferences across the Southeast

## ACADEMIC BACKGROUND

### NORTH CAROLINA STATE UNIVERSITY

2018 Bachelor of Arts, International Studies,  
Latin America and Caribbean Concentration

- Summa Cum Laude (GPA 3.78)
- Minor in Spanish Language
- Study Abroad, History, Environment and Culture, Havana, Cuba, 2017
- Intern, Family Strengthening Program, U.S. Committee for Refugees and Immigrants (USCRI), Raleigh-Durham Area Office, 2018

### COMMUNITY

- Beach Cleanup volunteer, Clean Miami Beach (ongoing)
- NCSU VOLAR (Voluntarios Ahora en Raleigh) Bilingual Literacy Program for youth in Partnership with the Consulate of Mexico in Raleigh, 2017-2018
- NC State Intensive English Program - internship where I co-taught listening and note taking classes, 2017
- NC State University Adult Community Conversation class, co-taught and delivered lessons, 2017
- Capital Area Teen Court Peer Attorney, 2011-2012
- Built Community Service Center in Cusco, Peru with youth service team, 2012

## CORE SKILLS

- Spanish
- Leadership
- Teamwork
- Creativity
- Customer Service
- Problem Solving
- Critical Thinking
- Willingness to learn
- Project Management, Time Management, and Organization
- Communication, Presentation, and Public Speaking