

Edward Delmonico

Creative, driven, and empathetic with a background in programming, education, administration, and customer service. Current graduate student in linguistics and computer science. Excellent writer, voracious reader, and terminal language nerd. Once solved the New York Times Saturday crossword in ten minutes flat.

EXPERIENCE

Mayo Clinic, Phoenix, AZ — Desk Operations Specialist & Trainer

June 2022- July 2024

Used healthcare technology and software to facilitate patient care in a multispecialty environment by coordinating provider operations, scheduling and rescheduling complex appointment sequences, and managing sensitive patient materials. Took vitals, assisted with wayfinding, and utilized customer service skills to anticipate and meet patient needs. Trained and mentored new coworkers.

Great Hearts Academies, Phoenix, AZ — Lead Teacher

November 2020- June 2022

Planned and taught all school subjects at the elementary level. Provided tutoring, communicated with parents, taught to state standards, and organized field trips. Managed multiple schedules and kept detailed records including grades, standardized testing data, and individual education plans. Coordinated with grade-level team, administration, Exceptional Student Services, and Reading and Math Intervention services to deliver the highest quality of education to students.

U-Haul International, Phoenix, AZ — Recruiting Technical Writer

August 2019- September 2020

Drafted, edited, and pitched external job advertisements, internal job descriptions, social media posts, and other texts for all sectors of the company. Maximized engagement using search engine optimization, competitor research, and collaboration with job site representatives. Kept detailed records of projects using Microsoft Excel and performed miscellaneous administrative tasks.

Arizona State University Gammage Theatre, Tempe, AZ — Assistant House Manager

March 2019-October 2019

Oversaw up to a dozen Floor Managers at a time to ensure correct and prompt discharge of duties. Trained and mentored new staff. Filed incident reports as needed, Employed quick thinking and enthusiastic proactivity to resolve patrons' concerns, respond to emergencies, and keep the theatre running smoothly.

Leppäsuonkatu 9 C 613
Helsinki, Finland 00100
+358 41 741 0349
ed.delmonico@gmail.com

SKILLS

Object-Oriented Programming
(Java, Python, algorithms, data structures)

Web Development (React, JSON, Node.js, HTML, CSS, JavaScript, MongoDB, RESTful API principles)

Digital Design & Computer Architecture (MIPS, assembly language, gate logic)

Healthcare Technology
(Enterprise software, Epic, QREADS)

Education (Lesson planning, presentation, classroom management, instructional design, communication, rapport-building)

Administration (Scheduling, record-keeping, guarding sensitive information, HIPAA/FERPA compliance)

Microsoft Office Suite

Computer and Office Equipment (Printing, email, Web browsers, file maintenance, Google Drive, etc.)

CERTIFICATIONS

Certified in Cybersecurity from International Information Security Consortium (In Progress)

Mayo Workforce Academy Digital Universe Bronze from Mayo Clinic (2023)

University Track Preparation, Mesa, AZ — *ESL Teacher*

August 2018- July 2019

Taught high school students of diverse backgrounds and abilities. Provided tutoring in subjects of difficulty and/or interest to students, taught and supervised on field trips, started an ESL library and mailbox along with other rapport-building activities to transform the classroom into a bridge to American culture.

Shimane Prefectural Board of Education, Matsue, Japan — *Assistant Language Teacher*

July 2016- August 2018

Planned and taught lessons in tandem with other English teachers, facilitated twice-weekly activities as head of English Communication Club, mentored students seeking opportunities abroad, created and marked exams, organized grades, coached/judged/participated in debate contests, assisted with pronunciation for speech contests and writing for university applications at Matsue Kita High School. Worked with students of all ages with special needs at the Matsue Seishin and Matsue Yōgo schools.

Arizona State University Global Launch, Tempe, AZ — *Language Ambassador*

August 2015- May 2016

Mentored prospective international students through conversation groups, field trips, and individual tutoring.

Arizona State University Gammage Theatre, Tempe, AZ — *Floor Manager*

August 2015- May 2016

Provided an excellent first impression to patrons and collaborated with teammates to ensure patrons have the best possible experience.

PUBLICATIONS

Punske, J., Sanders, N., & Fountain, A. et al. (2020). Language invention in linguistics pedagogy. Oxford University Press. (Contributor)

EDUCATION

University of Helsinki, Helsinki, FI — *Linguistic Diversity and Digital Humanities*

In Progress

Master of Arts

Rio Salado College, Tempe, AZ — *Computer Science*

In Progress

Associate

Arizona State University, Tempe, AZ — *Linguistics*

May 2016

Thesis: *Hijrah to the Islamic State: A Preliminary Analysis*

Mayo Quality Fellow Bronze
from Mayo Clinic (2022)

Certificate in Teaching English to Speakers of Other Languages from Arizona State University (2016)

LANGUAGES

English (Native), **Japanese** (Fluent), **Spanish** (Basic), **Italian** (Basic), **Finnish** (Basic), **Arabic** (Familiar)

Topic: An analysis of discursive projects and textual constructions undertaken in the ISIS recruitment booklet *Hijrah to the Islamic State*.
Bachelor of Arts, Honors Graduate, Summa Cum Laude

INTERNSHIPS

Balsz School District, Phoenix, AZ — *Language Teacher*

August 2015- December 2015

Planned and taught semiweekly adult ESL classes. Worked in tandem with learners to tailor lessons according to individual needs while meeting educational goals.

Estrella Mountain Community College, Avondale, AZ — *Language Teacher*

August 2014- June 2015

Acted as teaching assistant for adult ESL classes. Graded assignments, assisted during lectures, and provided individualized tutoring as needed.