**Mary (Maggie) Kaiser**

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Providencia, Santiago

Chile

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**Objective:** to contribute my language and customer service skills to a growing organization. I have experience serving people of all ages and health conditions.

**Education**

**B.A.**  **University of Wisconsin-Stevens Point Stevens Point, Wisconsin**

**5/2010** Major: Sociology

Minor: Spanish

**1/08-5/08** **University** **of Valladolid Valladolid, Spain**

**Technology Skills**

Word, PowerPoint, Excel, Publisher, Outlook, photo imaging, social networking tools

**Experience**

***DuocUC*** Santiago, Chile 02/2011-Present **Professor, English**

* Taught introductory and intermediate English classes to working professionals
* Developed curriculum, quizzes and exams; scored and evaluated performance

***Sentry Insurance*** Stevens Point, WI 01/2009-11/2010 **Bilingual Claims Technician**

* Direct commercial (workers’ compensation, transportation) claims
* Serve as Spanish-English translator

***Jewish Community Center*** Whitefish Bay, WI 12/03-2/2011 **Customer Service Representative**

* Initial contact for incoming members and guests in person and phone
* File members’ billing information, sign in members, enroll members for classes
* Troubleshoot online registration for remote members
* Performed all maintenance for Women’s Health Center elite facility

***Marquette University Child Care*** Milwaukee, WI summers 2007-2010 **Child Care Attendant**

***Sweeney’s Books*** Milwaukee, WI summer 2008 **Customer Service Representative**

***Paraguay Hecho a Mano*** Asunción, Paraguaysummer 2007 **Intake Assistant**

* Interviewed artisan families translating Spanish responses to English
* Tutored children in school work and in English, learned Guarani

***Milwaukee Wave Soccer Team Camp*** summers 2003-4, 2006 **Minikickers Coach** (ages 4-6)

**Activities**

UWSP Sociology and Social Work Organization Club, President 2009-2010

National Thespian Society inductee June 2005

Future Business Leaders of America- developed brochure, managed sound for Prom fashion show

Extensive experience in theatre crew and set construction

Certified in Cardiopulmonary Resuscitation (CPR)

TESOL, TEFL, TEFOL Certificate from Oxford Seminars