

# LIAM J. MILLETT

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## Education

### University of Illinois at Urbana-Champaign

Bachelor of Arts | College of Liberal Arts and Sciences

**Majors:** Economics | Global Studies

**Minors:** Portuguese | Spanish

**Related Coursework:** Computer Science, Marketing, Political Science

#### Education Abroad:

- BCNLIP Language School | *Barcelona, Spain*
- Universitat de Barcelona | *Barcelona, Spain*
- Pontificia Universidade Católica | *Rio de Janeiro, Brazil*
- CIAL Centro de Línguas | *Lisbon, Portugal*

*May - August 2018*

*January - June 2018*

*February - July 2017*

*May - July 2016*

Graduation: May 2019

Cumulative GPA: **3.74 / 4.00**

## Work and Volunteer Experience

### NinjaTrader Group, LLC

*Inside Sales Associate - Bilingual (Portuguese/English)*

Chicago, IL

*Aug 2020 - Present*

- Initiating and maintaining contact with new brokerage clients, specializing in Portuguese-speaking market
- Adjusting sales techniques for clients from different backgrounds, mostly speaking Portuguese and occasionally in English and Spanish
- Offering accurate commodity futures trading information to clients as a FINRA Series 3-Certified Commodity Futures Broker
- Identifying areas of improvement in sales process and customer experience for Brazilian clients

### French National Department of Education

*English Language Teaching Assistant*

Granville & Coutances, France

*September 2019 - April 2020*

- Taught English to middle school, high school, and higher education students ages 11 to 20+ years old
- Developed and implemented interactive lesson plans to teach vocabulary, grammar and pronunciation through relevant US cultural topics
- Coordinated with eleven teachers in two schools to meet the needs of students of various ages, abilities and English competency levels
- Managed classrooms of up to thirty students alone, engaging each student to meet their individual needs

### Northwestern University Sailing Center

*Sailing Instructor*

Evanston, IL

*May 2015 - September 2019, Seasonal*

- Instructed adults' and children's sailing courses for groups ranging in size from individual lessons to children's camps of thirty students
- Oversaw rentals and safety contracts for windsurfing, sailing, kayak and paddleboard equipment
- Monitored clients on the water while offering assistance with problems such as weather emergencies and malfunctioning equipment

### East Central Illinois Refugee Mutual Assistance Center

*Student Volunteer*

Urbana, IL

*August - December 2017*

- Offered critical translation services and resources to immigrants and refugees settling in the Urbana-Champaign area
- Informed, assisted, and investigated on behalf of clients to complete relevant health, immigration and other legal documentation
- Identified employment opportunities and aided with job application processes for illiterate and non-English-speaking clients

## Language Proficiency

Language	Proficiency Level	Official Certifications
Spanish	High Advanced / Effective Operational Proficiency (C1)	C1 DELE (Diploma of Spanish as a Foreign Language), Cervantes Institute
Catalan	High Advanced / Effective Operational Proficiency (C1)	C1 Certificate, BCN LIP Language School
Portuguese	High Advanced / Effective Operational Proficiency (C1)	B2 Certified by CIAL Centro de Línguas
French	Upper Intermediate / Vantage (B2)	

## Skills and Abilities

### Technical Skills and Knowledge

- Microsoft Excel and Office Suite (Proficient)
- Stata (Proficient)
- Salesforce (Proficient)
- Java (Intermediate)
- FINRA-Certified Commodity Futures Broker

### Work Strengths

- Intercultural Communication and Translation
- Research and Data Analysis
- Negotiation and Conflict Resolution
- Customer Service and CRM
- Teaching and Effectively Engaging Students

## Fellowships

### Fulbright Fellow | 2020

- Awarded an English Teaching Assistantship in Brazil through the Fulbright U.S. Student Program

### Foreign Language and Area Studies (FLAS) Fellow | Summer 2018

- Awarded by the UIUC European Union Center for the intensive study of Catalan at the C1 level in Barcelona, Spain

### Foreign Language and Area Studies (FLAS) Fellow | Academic Year 2016-2017

- Awarded by the UIUC Center for Latin American and Caribbean Studies for the study of Brazilian Portuguese and Latin American Studies

### Foreign Language and Area Studies (FLAS) Fellow | Summer 2016

- Awarded by the UIUC European Union Center for the intensive study of Portuguese at the B2 level in Lisbon, Portugal