

RACHEL S. WANG

PROGRAM MANAGER

Dynamic program manager with a talent for creative problem-solving while driving digital transformation and community engagement. Adept at navigating ambiguity and integrating systems, people, and processes to deliver impactful, user-centered solutions. Passionate about leveraging technology to enhance user experiences and educational outcomes.

SKILLS & QUALIFICATIONS

Management: Program Management | Community Engagement | Customer Support | Event Planning | Data Analysis
Strategic Planning | Workflow Optimization | Team Leadership | Training & Development | Stakeholder Communication
Technical Troubleshooting | Process Improvement | CRM Management | Performance Tracking | Budget Management

Technical: PC and Mac OS, Microsoft Office Suite, Google Workspace, Zoom, ClickUp, Trello, Notion, Sunsama

Educational: Prezi Video, Schoology LMS, Google Classroom, Kahoot, Flipgrid, HP Reveal (augmented reality app)

Language: English (native), Mandarin Chinese (HSK Level 5), Japanese (JLPT N3), Indonesian (beginner)

PROFESSIONAL EXPERIENCE

Georgetown University, Center for Intercultural Education and Development

May 2021 – Present

Virtual Educator Vetting and Implementation Coordinator, English Language Programs

Washington, DC

- Co-built and launched the Virtual Educator program (\$1.4M/year), growing it to a 4-person Agile team; supported 655 public diplomacy projects for U.S. Embassies in 62 countries with 370 educators.
- Managed full program lifecycle for projects in Africa and East Asia & Pacific, from proposal submission to implementation.
- Identified highly-qualified TESOL professionals for projects, focusing on pedagogical and professional requirements; oversaw review of 1,712 educator applications by establishing a rubric-based selection process.
- Developed 45 Standard Operating Procedures (SOPs) to streamline workflows, reducing onboarding time and improving team efficiency.
- Introduced project management software ClickUp for tracking 200+ initiatives across 40+ embassies annually, reducing errors and boosting operational efficiency; adopted by 5 teams.
- Spearheaded key platform updates based on user feedback, including application landing page redesign and proposal review enhancements, collaborating with developers to troubleshoot technical issues.
- Served as team lead during manager's two-month leave, mentoring 2 coordinators, managing cross-functional communications, and delivering project outcomes on time.
- Designed and facilitated the first in-person Diversity, Equity, Inclusion panel at industry's largest conference, attracting 70 attendees with an interactive storytelling format.
- Reviewed educator engagement platform (Community of Practice) discussions and project highlights to identify trends, celebrate impactful work, and improve resources for educators.
- Drove data-driven decision making by facilitating professional development webinars on data visualization and dashboards, enhancing engagement tracking, reporting, and organization-wide adoption of analytic tools.

English Language Programs, sponsored by the U.S. Department of State

September 2020 – May 2021

Virtual Fellow (Indonesia), English Lecturer at Surabaya State University

Madison, WI

- Developed a project-based curriculum aligned with department initiatives to enhance learning outcomes.
- Designed and delivered virtual learning experiences for 160 first-year students at a Muslim-majority public university.
- Managed the implementation of an online learning product by integrating a learning management system (LMS) to deliver strategy-aligned modules, streamlining content delivery and improving student engagement metrics.
- Led weekly workshop presentations for 30 university lecturers on interactive educational technologies such as Prezi Video and Google Jamboard to enhance student engagement and participation.
- Partnered with an Indonesian NGO to invite guest speakers' insights on local nature conservation efforts.

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rachel.wang@georgetown.edu | Arlington, VA | (608) 515-9874 | [in/wangrachels](https://www.linkedin.com/in/wangrachels) | Page 2

ADDITIONAL PROFESSIONAL EXPERIENCE

English Language Programs, sponsored by the U.S. Department of State

September 2018 – March 2020

Fellow, English Lecturer at Sam Ratulangi University

Manado, Indonesia

- Develop project-based learning experiences for 400 undergraduates in low-resource contexts, ensuring alignment with cultural contexts and stakeholder needs.
- Led and managed the end-to-end development of multilingual children's books, guiding Indonesian student teams to produce culturally relevant content.
- Scaled the project's reach by training 2,600 educators on integrating the books into extensive reading practices; led workshops on educational technology and project-based learning, significantly improving instructional practices.
- Managed EducationUSA small group advising sessions, guiding students through US exchange scholarship applications and increasing their chances of success.
- Adapted swiftly to virtual meetings and online assignments over two months, providing flexible learning solutions for students in under-resourced environments following pandemic-related early program evacuation.

Columbia University

July 2017 – June 2018

Community Language Program Instructor

New York, NY

- Led adult learning-oriented courses in Integrated ESL Skills, fostering comprehensive language development.
- Designed and delivered an augmented reality poster presentation product for international end-users, allowing students to showcase their research through immersive experiences and enhancing audience interaction.
- Received strong recommendations from 95% of students in course evaluations, reflecting high levels of satisfaction and effective teaching.

Fordham University

August 2016 – May 2017

Writing Center ESL Specialist

New York, NY

Shandong University

September 2015 – July 2016

English Lecturer

Jinan, China

Chiba Prefectural Board of Education

August 2013 – August 2015

English Language Teacher, High School

Chiba, Japan

EDUCATION

Georgetown University

Expected May 2025

Executive MBA

Washington, DC

Georgetown University

September – December 2022

Certificate in Project Management

Washington, DC

Teachers College, Columbia University

May 2018

M.A., Applied Linguistics

New York, NY

M.A. project: "Learner initiatives in second language classrooms: Student practices and teacher responses"

University of Wisconsin-Madison

May 2013

B.A., Linguistics, B.A., Psychology, Certificate in TESOL | Phi Beta Kappa

Madison, WI

Senior honors thesis: "Implicit language learning: The malleability of adult grammar"