Joy E. Chapman 141 Whelan Way Manteca, California 95336 (209)-898-6975 Cell Phone [Joyster1977@yahoo.com-](mailto:Joyster1977@yahoo.com-) Email Address

OBJECTIVE: Seeking a position as a Tutor that will lead to becoming a Lead Instructor.

EDUCATION:

Humphreys College, Stockton, CA Bachelor of Science, Community Studies, 2008

San Joaquin Delta College, Stockton, CA Associate in Arts, Social Sciences, 2006 Associate in Arts, Liberal Arts & Sciences, 2006 Certificate of Completion, Early Childhood Education Assistant, 2006

SKILLS & QUALIFICATIONS:

* Well-organized, easy going, honest, and hardworking
* Bilingual: English and Spanish languages
* Knowledge of general office equipment and procedures; 11 years of customer service
* Proficient in Microsoft Word, Excel, Access, PowerPoint, Quickbooks, Email, and Internet.
* Certified in First Aid/CPR for children and adults
* 9 years of tutoring experience face-to-face, online, over the phone, and on Skype.

WORK HISTORY:

H & R Block, Stockton, CA- January 2014 to Present

Client Services Coordinator: Schedule appointments for clients to do tax preparation, making telephone calls, and appropriate ways to work with clients in telephone etiquette.

InstaEDU, San Francisco, CA- June 2013 to Present

Online Academic Tutor: Instruct students and help them with understanding course material in academic subjects.

TutaPoint, LLC., New York, NY- June 2013 to December 2013

Online Academic Tutor: Instruct students and help them with understanding course material in academic subjects.

Child Care Careers, Sacramento, CA- May 2012- September 2013

Substitute Teacher: Assist teacher with infants, toddlers, and preschoolers in child care settings.

Tree of Knowledge Educational Services, Inc., Lodi, CA.- November 2012- March 2013

Academic Tutor: Instruct students and help them with understanding course material in academic subjects, parent contact logs, daily tutor logs, and supplemental educational services monthly attendance records.

Boyer Learning Center, Modesto, CA, January 2011- June 2012

Tutor: Instruct students and help them with all academic subjects, daily tutor logs, parent contact logs, supplemental educational services log, and appropriate ways to work with children.

Little Light’s Children’s Center, Stockton, CA- April 2011- July 2011

Teacher’s Aide: Assist teacher with infants and toddlers in daycare settings.

University of the Pacific, Stockton, CA- July 2010- November 2010

After School Programs Tutor: Daily schedule taken attendance, outdoor recreational and physical activities, improve reading skills, arts, crafts, and assist students with homework assigned from class.

Child Care Careers, Stockton, CA, June 2010- August 2010

Teacher’s Aide: Assist teacher with infants, toddlers, and preschoolers in daycare settings.

Club Z Tutoring, Linden, CA, August 2009- October 2009

Tutor: Help students to understand material for academic subjects.

Mervyns California, Manteca, CA, May 2005-December 2008

Sales Associate: Performed monetary transactions and process credit card applications. Maintained and monitored cleanliness of department floor and fitting rooms. Answered customer inquiries, resoled customer complaints, and replenished inventory.

San Joaquin Delta College, Stockton, CA, July 2004-March 2005

Reader: Graded papers and recorded grades for instructors of Social Sciences Division. Performed general office duties including: photocopying, filing, answering phones, stocking of office supplies, picking up and delivering mail, and responding to student emails.

REFERENCES:

Available upon request