**Linda M. Barbour**

[Lindambarbour70@gmail.com](mailto:Lindambarbour70@gmail.com)

San Jose, California

408-2424521

# **Key Skills and Qualification**

* Microsoft Office suite Word, Excel, PowerPoint and Outlook
* Customer Service and Sales
* Familiar with data bases such as Epicor and Sabre Global distribution system (GDS)
* Speaks fluent English, French, Arabic, and fair in Spanish
* French language tutoring
* Academic instruction and assistance
* Time management
* Works well under pressure
* Strong team player
* Excellent interpersonal skills
* Excellent cross-cultural knowledge

Professional Experience

**Oak Grove School District San Jose, California**

**Instructional Assistant March 2016-Present**

* Substitute for assistant teacher
* Assist with lessons plans and activities for students
* Supervise students and help them with assignments and hands on activities

**American Girl**

**Sales Lead and Sales Associate San Francisco Bay Area, California**

* Support the retail sales manager in all business functions **2016-2018**
* Execute supervisory duties, including visual, coaching and motivating staff
* Tracking sales performance and analyzing results for management
* Fulfills responsibilities of the Manager on Duty by overseeing the sales floor and solving customer service concerns as they arise.
* Monitoring business and stock levels in the department
* Maintaining communication and coaching binders
* Promptly and accurately process all point-of-sale transactions
* Aid accomplish team and company goals

**EGYPTAIR Beirut, Lebanon**

**Sales Agent 1996-2000**

* Issued tickets
* Made reservations
* Organized group trips
* Interacted with customers by phone and in person
* Collaborated with travel agencies in processing travel packages

**PAN ASIATIC TRAVEL Beirut, Lebanon**

**Counter Staff 1993-1996**

* Issued Tickets
* Made reservations
* Interacted with customers by phone and in person
* Collaborated with travel agencies in processing travel packages

Volunteer Experience

**Glider Elementary School San Jose, California**

* Assisted teachers from Kindergarten to 5th grade **2009-2015**
* Provided additional instructions for students
* Helped students with assignments and hands on activities

**Glider Elementary School** **San Jose, California**

**French Teacher 2013-2015**

* Taught French classes to GATE Students (Gifted and Talented Education) 2 sessions/year
* Created lesson plans which included hands-on activities and situational role plays
* Organized end of sessions classroom parties

Education

**Yale University- Coursera June 14th, 2020**

**The Science of Well-Being Certification**

**Dr. Sears Wellness Institute 2019-2020**

**Health Coach Certificate**

**Foothill College Los Altos, California**

Foothill College, Los Altos, California  **2001-2002**

* ESL Classes and Counseling 50

**IATA International Air Transportation Association- Geneva, Switzerland Beirut, Lebanon**

**IATA** Diploma and Certification 1992-1993

* Travel and Tourism, Airline Ticketing and Reservation

**American Language center Beirut, Lebanon**

**Computer Certificate** 1991-1992

* Microsoft office Suite (Excel, Windows 8, Powerpoint)

**Lycée Mission Laïque Française Beirut, Lebanon**

* **French High School Baccalaureat** 1990