Ricardo Gutierrez C/ Ramon Santana No. 27 Phone: (829) 282-3452

Zona Universitaria, Santo Domingo D.N. eMail: rgutierrez0903@gmail.com

OBJECTIVE: To obtain long term employment with growth potential in a company where I can contribute my hard working ability and my positive attitude.

**QUALIFICATIONS:**

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| --- |
| * Interpersonal skills |
| * Bilingual (English, Spanish) |
| * Learn tasks quickly |
| * Multitasking |
| * Microsoft Office, Word, Excel, Power Point * Spreadsheet Applications * Business Writing. |

**EMPLOYMENT HISTORY**

**2018-Present**

**Online ESL Teacher Landi English**

* Evaluate students’ progress.
* Prepare and disseminate progress reports at regular intervals.
* Remain knowledgeable about and respectful of cultural differences within the classroom
* Assist students with technical difficulties, where possible

**2017-2018**

**Customer Service Rep. Premiere Response**

**North Bergen, New Jersey**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Assist with placement of orders, or exchanges.

**2016-2017**

**Cashier WALMART**

**North Bergen, New Jersey**

* Responsible for taking money in the form of cash, check, or credit card from patrons in exchange for food or services.
* Scanning items, providing change, balancing drawer, and processing card transactions.

**2015-2016**

**Sales Associate LOWE'S HOME IMPROVEMENT WAREHOUSE**

**North Bergen, New Jersey**

* Provide sales services to customers to ensure high customer satisfaction
* Assess customer's needs, provide assistance and product information
* Maintain in-stock and presentable condition assigned areas
* Actively seek out customers in store
* Team up with co-workers to ensure proper customer service
* Build productive trust relationships with customers
* Remain knowledgeable on products offered and discuss available options

**2012-2015 MESCYT**

**EFL and ESL Program Coordinator and English Professor**

**Santo Domingo, D.R.**

* Coordinate the English Immersion Program aimed for university students.
* Ensure teachers have prepared lesson plans.
* Prepare registration of all students in each inscription period.
* Substitute any missing teacher in case of absences.
* Collect teacher’s signing sheets, student's attendances and upload to ministry every month.
* Follow supervisor orders and academic teams programs.

**2010-2012 Santa Cruz English Institute .**

**ESL Teacher**

**Valverde Mao, D.R**

* Teach English as a second language to students of all ages.
* Be in charge of multiple classrooms at once.
* Prepare exams and grading systems for students.
* Be responsible for lesson plans and attendances.

**2010-2013 AMCIB**

**Musician/Music Teacher**

**Santiago, D.R. / Valverde Mao, D.R.**

* Play musical instruments at designated events (Piano, Acoustic Guitar, Recorder Flute).
* Teach basic music theory to beginner students at the academy.
* Teach basics of music instruments (Piano, Classical Guitar, Recorder Flute).
* Direct groups of performing musicians at events.

**EDUCATION**

* PS 310 Elementary School/Bronx, NY 1995-2001
* MS 143/Bronx, NY 2001-2004
* Discovery High School/Bronx, NY 2004-2006
* Colegio Sagrado Corazón de Js./Valverde Mao D.R. 2006-2008
* Approved by WES (World Education Service) U.S. Equivalent of High School Diploma
* Tourism Business Administration/ UTESA, Valverde Mao D.R. 2009-2013
* Modern Languages Degree in English Arts 2011-2015
* TESOL / American Tesol Institute 2018-Present

**REFERENCES; FURNISHED UPON REQUEST**