

# DOUGLAS KIEL

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Bright, articulate and engaging professional with experience in both education and retail food/beverage with proven track record of customer service and adding value. Gifted in process improvement and adaptability holistic thinking and creativity.

## KEY COMPETENCIES

- Process Improvement
  - Organization and Detail
  - Relationship Building
  - Gifted in Languages
  - Curriculum development
  - Adaptivity
  - Holistic Creative Thinking
  - Responsibility
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## WORK EXPERIENCE

***Pristine Clean; Indianapolis and Beech Grove***

**09/2015 – 12/2016**

Janitor

Professional janitorial service to offices all over Indianapolis and the Beech Grove Community School system

- Responsible for 40% of owners personal duties at offices to keep him free for more managerial duties.
- Trusted to take care of any task that is needed for filling in at other employee absences 100% of the time
- Performed highest quality cleaning without complaint in duties and highest praise from employers

***McAlister's Deli; Greenwood, IN***

**06/2012 – 12/2015**

Server

Professional serving retail public in every aspect of delivery of service and behind the scenes in operations management

- Responsible for inventory order, maintenance and distribution of merchandise for entire store meeting food budget 100% of time.
- Improved process for inventory and stockroom, cooler and freezer, saving McAllister's 10% of retail costs.
- Excels in customer service to become known one of the most valued employees at the store.

***McGraw Hill, Indianapolis, IN***

**04/2015 – Present**

*Hand scorer (contracted)*

Responsible for efficient grading of Indiana State I-Step science tests by computer measured for accuracy and speed.

***Maewon High School; Suwon, South Korea***

**03/2011 – 03/2012**

*English Teacher*

Prepared and delivered all curriculum development for all conversational classes for junior year students.

- Responsible for communication, language skills

- Measured behavioral growth
- Tested for speaking abilities with 22% noted average improvement

**Center Grove Community Schools; Greenwood, IN**  
*Freelance Teacher*

**10/2010 – 2/2011**

Worked at any school needing a substitute teacher.

- Specialized in Middle and High School
- Taught Science, Spanish, and Special Education

**Pyeongtaek Songhwa Elementary School; Pyeongtaek, South Korea,**  
*English As a Second Language Teacher*

**10/2009 – 10/2010**

Designed and Developed all materials for teaching English Village at the elementary school

**American University Alumni Language Center; Bangkok Thailand,**  
*Education Specialist*

**7/2008– 7/2009**

Designed and Developed CELTA qualified lesson

Adapted textbook for educators

Professional teacher/training sessions for refining education methods

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## **EDUCATION & TRAINING**

**Ball State University. Muncie, Indiana, B.A. Religious Studies**

*CELTA Certification, Bangkok Thailand*

*Latin proficiency in Translation, Conversation Korean and French*

*Eta Sigma Phi Classical Languages National Honor Society*

*Introduction to Computer Programming*

**Professional and Community Development**

*Redeemer Presbyterian Church*

*Harrison Center for the Arts*