

SHARON MORDECAI

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PERSONAL SUMMARY

I am an attentive instructor, tutor, and athletic coach. I am highly motivated, personable and detail oriented, with professional business and computer literacy experience. I have completed the Teaching English as a Foreign Language (TEFL – 160 Hours) training certificate program from CSU, Long Beach, which includes learning theory, teaching methodology, and practical applications in the classroom. I currently enjoy volunteering at the YMCA, Torrance CA as an ESL Tutor for adult groups or with individuals. I am dedicated to working in classes and with individuals to attain academic and personal goals.

EXPERIENCE

TEFL Program Certificate

- Certified with 160-hour TEFL Training Program Certification
- Hands-on training and teaching experience including conversation lab volunteerism, and at the YMCA Torrance
- Participated in guest teaching and practicum teaching at CSU, Long Beach American Language Institute (ALI)
- One-on-One student tutoring in Grammar and Writing exercises at CSULB, ALI English lab

Tutor - YMCA Torrance ESL Tutor Program

- Tutor volunteer at the YMCA Torrance location to assist in English as a second language (ESL) programs
- One-on-One adult tutoring with recommended literacy curriculum of everyday activities for student personal growth

Coach - Lanakila Outrigger Canoe Club Non-Profit Sport Team

- Coaching and sport trainer for 7 years in local recreational outrigger canoeing, and sport event planning participation
- Mentorship and advisor to novice and competitive team members on sport health, paddle techniques, and water safety

Host - Disneyland Resort Leadership

- Instructed new-hire classes of 30 attendees on delivering superior guest services at the Disneyland Hotel and Resort
- Experienced delivering 8 hour in-class and walking tour presentations to hosted media events and new-hires
- Provided cross training and guidance to co-workers in technical skills and computer application sharing activities

Trainer – Technical Office Trainer for Office Software

- Trained co-workers in Website and email deployment activities
- Strong communication skills, team building, listening to client needs and planned strategic options to attain client goals
- Developed copy and edited website pages, articles, and newsletters to generate product interest and advertising

PROFESSIONAL AND COMPUTER SKILLS

- Student learning methodologies and objectives
- Lesson plan development
- MS Word and Excel proficient
- Conflict resolution and student engagement skills
- Website development and editing
- Email Marketing, Social media and online advertising

EDUCATION AND CERTIFICATION

- CBEST California Basic Education Skills Test - 2019
- TEFL Certificate (160-Hour) – CSULB Continuing and Professional Education, Long Beach California 2018
- MBA – Business Marketing, University of Phoenix, Gardena California 1998
- Marketing and Public Relations Certificate Program, CSULB Extension Services 1995
- BS – Business Marketing, California State University, Long Beach 1994

WORK HISTORY

Marketing Automation Specialist, **Experian, Costa Mesa CA**, 7/2019 – present

Ecommerce Specialist, **Kinecta Federal Credit Union**, Manhattan Beach CA, 1/2016 – 12/2017

Web Administrator, **Charming Charlie**, Culver City, CA, 9/2013 – 12/2016

Web Content Specialist, **Union Bank of California**, (*temporary contractor*) Los Angeles, CA, 8/2012 – 10/2012

Web Producer, **Disney Interactive Media Group (DIMG)**, (*temporary contractor*) Los Angeles, CA, 7/2010 – 1/2012

Resort Leader / Front Desk Lead, **Disneyland Hotel and Resort**, Anaheim, CA, 4/1994 – 6/1996