

Silvia Martins

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KEY SKILLS

Bilingual, motivated, and detail-oriented professional who offers exceptional language services, proofreading, researching and client relations skills. Resourceful, creative, committed to getting a job done with accuracy and always in a timely manner. Tenacious with outstanding verbal and written communication skills. Works well remotely and on-site with teammates, clients, management, and senior-level officers.

PROFESSIONAL EXPERIENCE

Cercle des Langues

ENGLISH AS A SECOND LANGUAGE INSTRUCTOR

100% Remote Work

01/2021 - Present

- Planning, researching, preparing, and delivering one-to-one lessons to French speakers.
- Proofreading and correcting students' written homework.
- Writing detailed lesson reports in compliance with company guidelines.

Results:

- Converting students into returning and extremely satisfied clients.
- Constant excellent feedback both from clients and administration staff.

International House Kyiv

OPERATIONS MANAGER AND ESL TEACHER

Hybrid Remote Work | Kyiv, Ukraine

01/2019 – 07/2020

- Responsible for the daily operations of a language school (a brand-new branch).
- Delivered presentations to potential new clients.
- Reviewed and made sure staff complied with safety and security guidelines and delivered outstanding customer service.
- Conducted weekly meetings to update staff on weekly results, goals and future events and procedures to take place.
- Planned, researched, prepared, and delivered one-to-one lessons and group lessons to adults, either on-site, remotely via Zoom or Skype, and in-company premises.
- Proofread and corrected students' written work.

Results:

- Was offered a management position after nine months of work as a result of my fantastic organizational and communication skills, proven responsibility, reliability and excellent customer service skills.
- Consistently received outstanding performance reviews from leadership and peers.

**International House San Sebastian
ENGLISH AS A SECOND LANGUAGE INSTRUCTOR**

**San Sebastian, Spain
09/2017 – 07/2018**

- Planned, researched, prepared, and delivered group lessons to adults, teenagers, and children on school premises.
- Proofread and corrected students' written work.
- Attended weekly seminars and meetings regarding education and self-development.

Results:

- Outstanding feedback from students, administration staff and managers.

CAREER BREAK

07/2016 – 09/2017

- Period of moving and starting a life abroad.

**Mom's Grilled Cheese Food Truck
FOOD TRUCK OPERATIONS MANAGER**

**Vancouver, Canada
01/2013 – 06/2016**

- Oversaw the food service operations.
- Managed inventory.
- Interviewed, hired, and scheduled staff.
- Made sure all the staff followed the business policies, ensuring sanitary food preparation, and providing 5-star customer service.

**EC English Center
OPERATIONS MANAGER**

**Vancouver, Canada
02/2012-10/2012**

- Responsible for the daily operations of a language school acquired by a new company.
- Worked within a network of fifteen different schools across the globe while adhering to company quality standards and procedures.
- Liaised with clients, international agents, and the Saudi Arabian embassy in Toronto to create a smooth enrolment process and to ensure 100% client and agent satisfaction.
- Hired and liaised with contractors on property maintenance, improvement work and cleanliness.
- Reviewed and made sure staff complied with safety and security guidelines and delivered top-notch customer service.
- Conducted weekly meetings to update staff and other fellow managers on weekly results, goals and future events and procedures to take place.

Results:

- Ensured the smooth and efficient takeover of the school.
- Consistently received outstanding performance reviews from leadership and peers.

TECHNICAL PROFICIENCIES

- **Remote Collaboration Tools:** Zoom, Whereby, Skype, Google Workspace (Chat, Drive), Dropbox, WhatsApp
- **Document Software:** Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets)

EDUCATION

Certificate in Translation (ENG/POR – POR/ENG)

University of Toronto, School of Continuing Studies/Canada

- **legal, medical, literary, marketing/advertising, culinary and journalistic** translations.

Bachelor of Arts Degree in English and German Literature and Linguistics

Faculty of Letters of University of Coimbra/Portugal

Bachelor of Arts Degree in Communication and Economic Relations

Polytechnic Institute of Guarda/Portugal

ADDITIONAL COURSES

- Creative Writing (Vancouver School Board - 2014)
- Travel Writing (Vancouver School Board - 2014)