

Stephen Parsons
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USA

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Dear recruiter,

I am very interested in registering for teaching and internship positions through The TEFL Academy.

Here's why I would be a great fit for your program and for a future teaching role.

I am a highly educated, mature individual who enjoys interacting with adults and children of other nationalities. I make them smile. I developed this valuable skill during years of foreign travel, during which I visited or lived in 25 countries.

With a Masters degree in Journalism and years of writing experience, I have an excellent command of the English language. Along the way, my desire to help others motivated me to tutor Chinese kids, Indian adolescents, Ethiopian adults, and Tibetan adults solely as a volunteer.

As a former business owner who hired specialists, developed products, and managed the formalities, I am well suited to teach English to business professionals. In addition, three years of customer service work further qualify me for TEFL.

Thank you for your consideration. I am ready and waiting for your response.

Sincerely yours,
Stephen Parsons

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Teacher or Intern - English as a foreign language (TEFL)

Summary

- Lifelong native English speaker and writer
- Earned the TEFL-3 Certificate from the TEFL Academy
- Earned a Masters degree in Journalism at the University of Wisconsin
- Tutored English to kids in China and older students in India
- Tutored English to Ethiopian and Tibetan adults
- Business owner and product developer - qualified to teach business professionals
- Three years experience in customer service
- Fifteen years experience as a technical writer
- US citizen with strong travel background (25 countries)

Skills

Active listening, communication, computer, customer service, leadership, management, problem-solving, presentations, marketing, writing

Employment History

Signal Security - Eugene, OR ***Security Guard, July 2024 to present***

- Observe and report any suspicious activity
- Operate a patrol vehicle providing continuous monitoring of a large shopping center
- Use communication skills to resolve tense situations as needed

Outlier AI - Remote ***Writing Analyst for AI, March 2024 to December 2024***

- Analyzed AI-generated text to train large language model (LLM) AI systems.

Ride Source - Eugene, OR ***Customer Service Representative, July 2023 to December 2023***

- Answered inbound calls in a busy call center using multiple computer applications.
- Assisted clients with special needs to book non-emergency medical transportation.
- Worked in a government-regulated environment.
- Researched available funding using the Oregon MMIS database.
- Ensured compliance with complex rules and guidelines.

The Home Depot - Phoenix, AZ ***Sales Associate, November 2022 to April 2023***

- Assisted customers in a retail environment to find the best products for their home improvement projects.
- Used company database to locate products in the store.
- Used problem-solving skills to find solutions that were not always apparent.

Passport Health - Tempe, AZ***Customer Service Representative, January 2022 to October 2022***

- Answered inbound calls from existing clients and potential clients
- Placed outbound calls to existing clients
- Scheduled appointments for 130 clinics in US and Canada
- Educated callers regarding the service in a government-regulated environment
- Wrote internal emails, memos, and notes
- Resolved a wide range of issues for existing clients
- For added value, I upgraded internal documentation and internal website

REI Coop - Chandler, AZ***Customer Service Representative, May 2021 to December 2021***

- Answered inbound calls from existing customers and potential customers
- Entered new orders for merchandise
- Resolved issues regarding shipping, payments, and wrong items
- Answered questions about company policy and merchandise
- Represented the company brand

Lowe's Home Improvement - Tempe, AZ***Customer Service Representative, September 2020 to May 2021***

- Cashier / Customer Service
- Scanned merchandise and accepted payment
- Answered questions about store policy and merchandise
- Assisted customers with outdoor merchandise

U.S. Census 2020 - Tempe, AZ***Field Enumerator, August 2020 to September 2020***

- Drove to homes as assigned
- Collected information at the door regarding the residents
- Entered information into a database
- Used communication techniques to gain the trust of the resident

IKEA - Tempe, AZ***Customer Service Representative, February 2019 to August 2020***

- Cashier / Customer Service
- Scanned merchandise and accepted payment
- Answered questions about store policy and merchandise
- For added value, I recommended concrete cost-saving steps

Education

- M.A. in Journalism, University of Wisconsin - Madison, WI
- B.S. in Liberal Studies, Oregon State University - Corvallis, OR
- TEFL Certification 3, TEFL Academy

Major Accomplishments

- I created a consumer device that has helped a million people fall asleep more quickly.
- During graduate school, I worked in New York City as an editorial intern.