**Nadia Thompson-Joseph**

**t:** 1-717-882-7949

**e:** Nadiathompsonjoseph@gmail.com

**Address:** 5343 N Sabino Canyon Rd, Apt. 3, Tucson, Arizona 85750

**A person taking a selfie

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**Profile**

I am a highly motivated professional with a Business Analytics and Intelligence Studies background. My experience in finance, service delivery, and mission support has equipped me with strong analytical, organizational, and problem-solving skills. I am passionate about education and communication, making me well-suited for teaching English as a Foreign Language (EFL). My ability to work in diverse environments and my leadership and teamwork skills allow me to create engaging and effective learning experiences for students of all ages.

**TEFL Qualifications**

**2022 Qualified Level 3 Certificate in Teaching English as a Foreign Language (120 hours)** **- The TEFL Academy**

* Ofqual regulated Level 3 qualification, DEAC approved
* Lesson planning, Teaching vocabulary and pronunciation, Teaching receptive and productive skills, Teaching grammar, The use of online resources and media in the classroom.

**2022 Teaching Young Learners (TEFL) (30hrs)- The TEFL Academy**

* Accredited short course specializing in teaching young learners.

**Education & Courses**

* **Master’s Degree in Intelligence Studies**
* **Bachelor’s degree in business Analytics**

**Relevant Experience**

* Strong background in communication and leadership through military and corporate roles.
* Experience mentoring and training individuals in various professional settings.
* Multicultural exposure and adaptability gained through working with diverse teams.

**Employment**

**Mission Support Specialist (Finance) – United States Customs and Border Protection**  
*May 2024 – Present*

* Manage financial operations and budgeting within the agency.
* Ensure compliance with financial regulations and reporting requirements.
* Coordinate financial support for mission-critical initiatives.

**Service Delivery Analyst II – KPMG LLP**  
*Feb 2021 – Mar 2023*

* Provided analytical support for service delivery operations.
* Enhanced process efficiencies through data-driven solutions.
* Collaborated with cross-functional teams to optimize service performance.

**Recreation Aide – United States Army MWR**  
*Sep 2019 – Sep 2020*

* Organized and facilitated recreational activities for military personnel and their families.
* Maintained a welcoming and engaging environment for program participants.
* Assisted in program coordination and logistics.

**Command Ombudsman – United States Navy**  
*Nov 2018 – Sep 2020*

* Served as a liaison between Navy families and command leadership.
* Provided guidance and support to service members and their families.
* Assisted in conflict resolution and resource coordination.

**Hobbies & Interests**

I am passionate about travel, cultural exchange, and education. My experiences across various professional fields have strengthened my ability to connect with people from different backgrounds. Additionally, I enjoy music, outdoor activities, and continuous learning to enhance my professional and personal development.

**Personal Details**

**Date of Birth:** 2nd September 1984

**Nationality:** American

**REFEREES ON REQUEST**