**Linda Martins**

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# PERSONAL PROFILE

I am an experienced and adaptable professional with over 30 years’ experience in administration, customer service, and teaching roles, including 22 years as an English (EFL) teacher and Director of Studies. I bring excellent organisational skills, strong communication abilities, and a detail-oriented approach to every role I undertake. My background spans a wide range of professional environments—from education and recruitment to finance and international hospitality—demonstrating my flexibility and ability to thrive in dynamic settings. I am currently seeking a part-time position in either an office-based or education-related role, where I can contribute my skills, experience, and positive attitude to a supportive team.

# SKILLS AND QUALITIES

* Organisational Skills
* Attention to Detail
* Problem-Solving
* Communication Skills
* Time Management
* Excellent Administration capabilities
* Fully IT Literate with all Microsoft packages

# EMPLOYMENT AND VOLUNTARY EXPERIENCE

**2015 – present Voluntary Educational Mentor**

* Help ex-students and family members to improve English.
* Help with assignments for University.
* Proof-read and Edit theses.
* Conduct research for independent projects in marketing.

**1993-2015 English EFL teacher - Director of Studies EuroLinguas-Interlearning Centre, Portugal**

* Taught English to Portuguese students across different age groups.
* Prepared candidates for Cambridge exams (B1–C2, IELTS).
* Introduced blended learning with traditional and digital methods.
* Supported expansion of the main school and new branches.
* Delivered teacher training (in-house and state level).
* Acted as a speaker at national APPI teaching conferences.
* Managed budgeting, book-keeping, and advertising.
* Promoted and implemented smartboard use in classrooms.
* Led accreditation to become the region’s first Cambridge exam centre.

**1988 – 1992 Purser Premier Cruise Lines, Florida**

Assistant Purser:

* Processed check-in for non-American travellers and ensured accurate documentation.
* Provided passengers with essential onboard information and support.

Third Purser:

* Handled daily reconciliation of interdepartmental onboard payments.
* Prepared and issued final billing statements for guests.

Second Purser:

* Oversaw administration and welfare of onboard crew members.
* Managed payroll and processed crew salaries accurately and on time.
* Supervised daily crew operations and addressed staff concerns.

Night Manager:

* Acted as first point of contact for emergencies and SOS situations during night hours.
* Resolved guest issues and complaints promptly and professionally.

First Purser:

* Conducted cash audits and ensured secure handling of all funds.
* Recorded minutes during senior officer meetings with the captain.
* Administered final payroll and salary payments for all crew members.

**1986 – 1988 Employment Counsellor HMS recruitment, Cardiff**

* Conducted interviews with job applicants to assess skills and career goals.
* Supported clients in writing and refining professional CVs.
* Coordinated and scheduled interviews with potential employers.
* Advised candidates on effective interview techniques and presentation.
* Maintained follow-up communication to monitor progress and provide ongoing support.

**1983 – 1986 Credit Controller Eagle Star, Cardiff**

* Issued account statements to insurance brokers.
* Managed and followed up on overdue accounts.
* Resolved underwriting queries and reconciled incoming payments.

**1982 – 1983 Audit Assistant Curitz Berg & Co. , Cardiff**

* Verified financial figures, postings, and codes for accuracy.
* Performed administrative and front-desk reception duties.
* Assisted auditors in preparing reports and supporting documentation.
* Maintained organised records and files for audit reviews.

# EDUCATION AND TRAINING QUALIFICATIONS

**1992** – University of Cambridge, British Council Lisbon – CTEFL (Teaching English as a Foreign Language)

**1991** – Miami-Dade Community College – Shipboard fire and emergency response procedures.

**1991** – Miami-Dade Community College – Survival Craft in SOS Ministry of Transport and Merchant Shipping.

**1982** – Cardiff and Vale College – Chartered Insurance Institute, Insurance Business and Technical Aspects.