

Li Laing

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Objective:

To secure a challenging position as an Online English Teacher or teaching aboard, utilizing my TESOL/TEFL certification and four years plus of freelance online teaching experience. I have strong communication and interpersonal skills, fluency in English and Spanish, and expertise in creating customized lesson plans and utilizing various teaching techniques and digital tools to deliver world-class education.

Work Experience:

*** [2023 - 2024]**

Take Lessons - ESL Online Tutor

- Develop innovative and unique lesson plans for five classes catering to students at different levels of English proficiency.
- Organize and supervise special events and activities that encourage students to communicate in English.
- Offer one-on-one tutoring lessons for students.
- Teach up to five classes of around 10 students per class daily.
- Use digital teaching technology, such as a SMART projector, to create and maintain the tutoring website resources.

Skills:

- Strong communication and interpersonal skills
- Ability to develop engaging and effective lesson plans
- Proficiency in digital teaching technology
- Fluent in English and Spanish

*** [2020 – 2024]**

Freelance Online ESL English Teacher/Tutor:

(Various ESL Online Platforms: LiveXP, Tutoroo, Preply, Teacheron, Nice Tutor)

- Conducted personalized and engaging tutoring sessions for students of all ages, backgrounds, and English proficiency levels.
- Developed customized lesson plans that were tailored to the unique learning styles, needs, and requirements of each student, including grammar, vocabulary, writing, reading, and speaking skills.
- Utilized various teaching techniques, methods, and digital tools to create an interactive and stimulating learning environment for students, such as role-playing, interactive exercises, games, and multimedia resources.
- Monitored students' progress regularly, identified their strengths and weaknesses, and provided

constructive feedback, tips, and strategies to help them improve their language skills and achieve their learning goals.

Skills:

- Proficient in using online teaching platforms such as Zoom, Skype, and Google Meet to conduct online tutoring sessions effectively.
- Experienced in using various ESL online platforms, including LiveXP, Tutoroo, Preply, and Teacheron.
- Excellent communication and interpersonal skills, demonstrated through effective communication with students, colleagues, and stakeholders.
- Strong organizational and time-management abilities, evidenced through the development of customized lesson plans, scheduling of tutoring sessions, and tracking of students' progress.
- Capable of working independently or as part of a team, proven through the ability to manage multiple priorities, work collaboratively with colleagues and stakeholders, and operate effectively within a remote work environment.
- Fluent in English and Spanish, enabling effective communication and engagement with students from diverse linguistic and cultural backgrounds.

*** [2019 – 2020]**

Working Solutions

Worked on the Instacart.com Covid-19. The six-month Temporary Project, handling virtual chat and inbound call customer service. • Successfully assisted clients with inquiries, complaints, billing issues, and other miscellaneous issues with products, services, or memberships. • Responded efficiently and accurately to customers, explaining possible solutions, and ensuring that clients felt supported and valued. • Made recommendations for products or services that better suit client needs and achieved a record of sales.

*** [2018 – 2019]**

ALORICA

- Excellently handled the HSN.COM & Walmart.com temporary projects as a virtual bilingual customer care specialist.
- Assisted customers in placing orders, tracking and updating orders, and resolving billing and customer service issues.
- Worked on the virtual bilingual customer care sales services project, where I assisted consumers in setting up service repairs for their appliances, checking the availability of technicians, and making appointments for service calls.
- Analyzed data and determined appropriate processing, demonstrating exceptional customer service and patience with empathy.

*** [2014 – 2018]**

Sterling Merchant Services (ISO)

- Demonstrated excellence as a business-to-business development consultant and bilingual customer care specialist.
- Generated new sales opportunities by developing relationships with new and existing clients through individualized account management.
- Forecast and reviewed existing client contracts, creating comprehensive reports for each target region.
- Coordinated cross-functionally to facilitate client relationships and complete special projects.
- Represented the company at regional conferences and trade shows, achieving record numbers.

Additional Duties:

- Successfully handled HR, payroll, accounting/bookkeeping, contract coordination, and all administrative duties.
- Provided excellent customer retention and solutions.

*** [2008 – 2014]**

Business Financial Services

- Successfully worked as a business-to-business development sales manager, structuring deals and managing daily operations.
- Managed a portfolio of new and existing clients to close deals, trained new sales teams, and opened new business channels.
- Created targeted marketing efforts focused on selling products to specific vertical industries.
- Successfully built two sales teams from the ground up into top-ranked teams.

EDUCATION:

World TSOL/TEFL Academy

TESOL/TEFL Certification

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Interboro College

New York New York.

Bachelor of Arts

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Samuel J. Tilden High School

Brooklyn New York.

High School Diploma

LANGUAGES:

English

Spanish

References:

Available upon request