



JAN MARES

ENGLISH TEACHER

I lived in the United States for 14 years. Throughout my life in the United States I had numerous teaching jobs. I also worked in both customer service and technical fields for some of the largest companies. I feel I have a great deal to contribute to your language school as I possess not only perfect knowledge of the English language but I also cultivated my language and communication skills through contact with people from around the world. I learned to use non-verbal and verbal communication to overcome communication and language barriers when traveling the world.

PROFILE

Name	Jan Mares
Relationship	Single
Lived in	USA, UK, Czech Republic
Citizenship	Czech Republic (EU)
Languages	Native speaker of Czech, near-native fluency in English. Passive comprehension of Slovak and Polish; student of German, Russian and Spanish languages.

CONTACT

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Professional Resume

EXPERIENCE

TRAVELED THE WORLD WHILE FREELANCING

- Expanded economic and cultural views while exploring 40+ countries during extensive travel across five continents.
- Developed negotiation skills through daily contact with sellers in markets and vendors throughout the world.
- Learned how to adapt to unanticipated situations and improvise new plans due to periodic travel mishaps and unexpected events.
- Developed budgeting and planning skills by financing, planning and organizing my travel around the world. This involved using various spreadsheets and keeping a record of my expenses.

Brno
Czech Republic

ENGLISH TEACHER

[goEnglish](#)

- Helped students understand, speak, read and write in English.
- Created and taught relevant English lessons focusing on building fluency.
- Prepared lesson plans and conducted activities that target confidence, perception, vocabulary building, pronunciation practice and grammar.
- Instructed students using textbooks, worksheets, games, and visuals to help improve reading, writing, speaking, and listening skills.
- Developed curriculum, including lectures, reading materials, and tests; improved students' classroom performance with one-on-one tutoring.

Prague
Czech Republic

IT CUSTOMER SUPPORT SPECIALIST

[CSC Computer Sciences](#)

- As part of the customer service team - recommended solutions and resolved problems associated with queries.
- Minimized the impact of IT changes on business in general.
- Worked closely with other team members - supporting teams in order to resolve open issues.

Adamov
Czech Republic

COMPANY REPRESENTATIVE FOR ENGLISH SPEAKING MARKETS [ELT](#)

- Provided marketing, sales, customer service and support to customers in English speaking countries.

Boulder
Colorado, USA

SOFTWARE ENGINEER

[SDL International](#)

- Tested foreign language and English software for Adobe.
- Suggested fixes to found problems.

Colorado
USA

INTERPRETER

[various District Courts](#)

- Provided interpreting services for Czech speaking people in a courtroom and probation environment.
- Translated official court documents.
- Assisted in communication between lawyers and their Czech speaking clients.

Thornton
Colorado, USA

CUSTOMER SERVICE REPRESENTATIVE

[Echostar/Dish Network](#)

- Provided excellent customer service through one-call resolution on both inbound and outbound calls.
- Consistently delighted customers through the following company values: communication, caring, competence, commitment and creativity.
- Resolved customer issues and saved customers wanting to disconnect their services.
- Handled escalated and technical calls.

Thornton
Colorado, USA

MANAGER FOR AMERICAN EXPRESS

[Teletech](#)

- Managed a technical support team on the American Express Network.
- Coordinated trouble shooting efforts between various American Express network operating centers.



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- dribbble.com/babetak

Professional Resume

EXPERIENCE

- Golden Colorado, USA**
 - SUPPORT SPECIALIST FOR CITIBANK**
[Initial Staffing Services](#)
 - Provided technical support for CitiBank government clients on their CitiDirect website.
 - Found solutions to problems between CitiDirect and Government Card customers.
 - Provided technical answers to inquiries from CitiDirect users and diagnosed issues of access to websites.
- Thornton Colorado, USA**
 - MANAGER FOR GTE INTERNETWORKING, ATT WORLDNET AND COMPUERVE**
[Teletech](#)
 - Managed teams of support specialists who resolved technical problems regarding customers' Internet connectivity.
 - Helped in training for technical support staff for companies such as GTE Internetworking, ATT WorldNet and CompuServe (supporting the Wow and CompuServe products).
 - Recognized as "Manager of the Month" on several occasions.
- Denver Colorado, USA**
 - ESL TEACHER**
[Koroba, Inc.](#)
 - Taught English as a Second Language to immigrants in the US.
- Westminster Colorado, USA**
 - SUPERVISOR**
[JCPenney](#)
 - Extensive experience of supervising a team of customer service representatives consisting of 20 people.
 - Recipient of numerous awards from JCPenney for outstanding service to customers as well as the Company, among which was recognition as an "All Star" associate.

EDUCATION

- Kingsley Iowa, USA**
 - HIGH SCHOOL**
[Kingsley-Pierson](#)
- Czech Republic**
 - TECHNICAL COLLEGE**
[Ceska Trebova](#)
 - Studied computer science, specifically programming languages.

SPECIFIC PROFESSIONAL SKILLS

- Extensive experience in teaching English.
- Constant desire to raise English language level of students.
- Directed classroom activities and maintained proper decorum in class.
- Briefed students with written presentations and explanations to raise awareness of cultural aspects as well as language.
- Skilled in communicating with varied audiences of cultural diversity.
- Highly effective writing/verbal and interpersonal skills.
- Conscientious go-getter who is highly organized, dedicated, and committed to professionalism.
- Willing to accept all requests to fill necessary shifts, schedules, or complete tasks when others are unavailable.
- Counseling and organizational skills.
- Detail oriented and quality-focused.
- Specialization in interpreting and translation from English to Czech and vice versa with a very high level of fluency in these languages.
- Analytical and problem solving nature.
- Excellent computer literacy.
- High level of interest in software and computer-related technologies.
- Web design experience (including shopping cart solutions).