



TP

TERESA PORTER

Bilingual Professional

Objective

Exemplary representative with superb customer care and support capabilities, as well as excellent written and oral communication skills. Proven team player and solo performer, eager and able to learn quickly, keen on timely, quality performance, with full understanding of relationship development and the value of a pleased guest

Skills

- Multitasking
- Virtual office experience
- Spanish
- Conversational Haitian Creole
- Type 55wpm
- Exceptionally Patient
- Microsoft Office
- Highly Dependable
- Self-Directed

Experience

VIRTUAL TEACHER – ENGLISH 08/17 – PRESENT
VIP Kid, Beijing, China

- Instruct students in via video call in English language acquisition
- Establish rapport with children and parents in a short amount of time
- Communicate with parents regarding student's progress
- Establish a positive, comfortable learning environment

LEAD TEACHER – WORLD LANGUAGES 08/14 – 07/17
Fulton County Schools, Atlanta, GA

- Created and presented lessons, assessed student progress, planned and executed student activities.

FAMILY INDEPENDENCE CASE MANAGER 04/12 – 07/14
Department of Family and Children Services, Atlanta, GA

- Interview and answer client inquiries via telephone and in-person
- Organized and maintained caseloads.
- Gathered and evaluated information provided for quality assurance and veracity.

MEDICAID ELIGIBILITY SPECIALIST 06/11 – 04/12
Grady Memorial Hospital, FirstSource Solutions, Atlanta, GA

- Interview patients in English and Spanish
- Screen for potential Medicaid and SSI
- Maintain electronic and paper case files

Education

Bachelor of Science, Pre-nursing • Georgia state University • Enrolled
GPA: 4.0/4.0

Bachelor of Arts, Spanish • University of Florida • Graduated 2008
GPA: 3.0/4.0