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Amber Galbreath

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Looking for new opportunities in Rochester, Minnesota
Authorized to work in the US for any employer

Work Experience

Central Service Lead

Mayo Clinic - Rochester, MN
February 2018 to Present

- * Plan and monitor daily work flow
- * Assist with orientation and training of new employees
- * Monitor QA/QC activities, the physical environment, and participates in continuous improvement.
- * Maintain expertise in all aspects of area activities and performs technical duties according to written policies and procedures.
- * Complete other duties and projects assigned by the manager.

Customer Service Representative

Furnished Finder - São Paulo, BR
March 2017 to October 2017

- * Communicate and resolve issues utilizing technology via phone, email, and chat, providing great and efficient customer care.
- * Troubleshoot to resolve product or site problems by clarifying the client's query; determining the cause of the problem, selecting the best solution to solve the problem, expediting correction or adjustment, following up to ensure commitment of service and achieve customer satisfaction.
- * Interact and partner with other teams to meet and exceed all client's expectations.

English Teacher

Universidad de La Sabana - Bogotá, CO
April 2015 to December 2015

- * Taught methodology and pedagogy course.
- * Taught a group of bank executives using Market Leader.
- * Collaborated in the development on online platform for learning English.
- * Was the Official Style Corrector for university webpage.

English Teacher

Universidad Sergio Arboleda - Bogotá, CO
January 2014 to May 2015

- * Taught levels A1 to B2 Macmillan and developed curriculum for teachers.
- * Interviewed and coordinated the onboarding process for all new hires.
- * Collaborated with HR department for proper documentatation
- * Delivered sales pitches and presentations to potential clients

Full-time English Teacher and Coordinator

Colegio Santa Francisca Romana - Bogotá, CO
October 2011 to April 2014

- * Taught high school TOFEL preparation course and mentored for senior projects.
- * Coordinated and taught literacy workshop in grades T, 1st, 2nd, 3rd, and 4th.
- * Was 3rd grade English teacher and Editor of the school newspaper "Mini Scoop".

Literacy tutor

Americorps - Rochester, MN
August 2010 to August 2011

- * Worked as full-time volunteer for MNReading Corps in the Headstart Program.
- * Tested and collected data for government research on language development.

Volunteer

Americorps - Rochester, MN
November 2010 to March 2011

Entered data and organized large community cultural events.

Student

Studied Abroad - Phnom Penh, KH
2010 to 2010

Education

A.A in Liberal Arts

Rochester Community and Technical College
2013

Skills

Spanish, Portuguese, Customer Care, Team Lead, Customer Service, Call Center, Operation

Certifications/Licenses

CELTA

2011 to Present

RCTC

2018

I am currently enrolled in a medical terminology course.

Additional Information

I can speak Spanish and Portuguese at working professional level.