



ROWANNA ELLIS NAVEIRA

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OBJECTIVES

I would like to advance my career bringing the English language around the world.

EDUCATION

ESD Escuela Superior de Diseño de Madrid. Currently studying Grado Superior de Diseño de Interiores

EXPERIENCE

06/2016 – Current	Hotel Reservations Agent	Idiso
Managing reservations for multiple hotel chains. Customer Loyalty. Issue management.		
01/2014 – 06/2015	Online English Teacher	Freelance
Online conversation. General topics, Cambridge Speaking tests, grammar.		
09/2013 – 01/2014	English Teacher	Kids&Us
English teacher with children 1-4 years. Also basic level adult's class.		
08/2012 - 07/2013	English Teacher	Ontario English Academy
English teacher with children 4-16 years		
03/2011 - 09/2011	Teacher's Assistant	King's Infant School
Teach and assist children individually or in small groups in order to help them master assignments and to reinforce learning concepts presented by teachers		
05/2010 - 08/2010	Admin. Assistant	Grupo Abedul
Receiving messages, parcels, file management, contact organization, warehouse management, contract preparation, payroll preparation		
03/2010 - 05/2010	Receptionist - Secretary	Moody's Investors Services
Receiving shipments, travel organization, creating documents, file management, visitor reception		
09/2008 - 02/2010	Administrative	Rustic Show
Receiving messages, parcels, file management, contact organization, warehouse management, billing.		



08/2005 - 09/2008	Call Coordinator	BEA Systems
Front line support. Receiving calls, creation and distribution of cases and follow-ups.		
05/2004 - 08/2005	Receptionist	BEA Systems
Receiving messages, parcels, file management, contact organization, warehouse management, billing.		
2005 – 2014	Freelance English Reader	Editorial El Tercer Nombre
Reading and assessing English originals.		
2002 - 2014	English-Spanish Translator	Freelance
Translating web sites, restaurant menus, screenplays, diverse entertainment pamphlets, etc		
10/2000 - 05/2002	Secretary	IDM Club Insignia
Receiving messages, parcels, file management, organizing contacts, meetings and trade shows, archive management, billing.		
10/1999 - 03/2000	Secretary	BASS Comunicación & Publicidad
Receiving messages, parcels, file management, contact organization, warehouse management, billing.		

SKILLS

Teaching Skills

Experience preparing Trinity, Flyers, KET, PET,
FCE, Advance

Computer Skills

CRM (Customer Relationship Management) – Clarify,
PeopleSoft
Internet
Microsoft Office 2010
Photoshop
Illustrator
AutoCAD
Cinema4D

Languages

Fluent English
Fluent Spanish
Basic French

Other Information

Dual Spanish – USA Nationality
Work permits: European - USA