

Ellen Becker

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Education

- **Bachelor of Arts in English Writing**
 - North Central College - Naperville, IL
June 2012
- **Florida Educator's Preparation Institute**
 - Valencia College- Orlando, FL April 2019

Professional Experience

School District of Osceola County

Language Arts Teacher, PLC Lead, Curriculum Writer - Orlando, FL

School Year 2016-2017-December 2019; October 2021-Present

- **Developed and delivered** engaging lesson plans and presentations tailored to diverse student needs, enhancing understanding of complex concepts and fostering a collaborative learning environment.
- **Built strong relationships** with students, parents, and faculty, establishing trust and open communication channels that supported academic success and personal development.
- **Designed and implemented individualized strategies** for student success, leveraging knowledge of educational best practices to improve outcomes and drive student achievement.
- **Collaborated with interdisciplinary teams** to create innovative curricula and educational initiatives, enhancing both classroom performance and overall school performance.
- **Provided ongoing training and mentorship** to new teachers and staff, offering guidance on instructional strategies, classroom management, and student engagement.

Chicago Public Schools Catalyst Maria

Middle School Reading Teacher— Chicago, IL

December 2019-October 2021

- **Differentiated Instruction**—successfully adapted lesson plans and teaching methods to meet the diverse learning needs of students, including those with varying academic levels, language barriers, and special education requirements.
- **Behavior Management**—developed and implemented effective behavior management strategies to create a positive, structured, and supportive classroom environment for students facing social, emotional, or behavioral challenges.
- **Individualized Support**—provided one-on-one support and tailored interventions for students with learning disabilities, ensuring they received the personalized attention needed to succeed academically.
- **Culturally Responsive Teaching**—employed culturally relevant teaching practices that respected the diverse backgrounds of students, fostering an inclusive and equitable learning environment.

- **Collaboration with Support Staff**—worked closely with special education teachers, counselors, and paraprofessionals to create and execute individualized education plans (IEPs) and academic interventions for students.

Concierge Sales Manager

Expedia Group - Orlando, FL

February 2014 to December 2018 (maintained part-time January 2017-December 2018)

- **Led a high-performing sales team** to consistently meet and exceed sales targets by implementing strategic initiatives that drove revenue growth and increased customer engagement within the travel industry.
- **Developed and delivered compelling sales presentations** to key clients, effectively showcasing product offerings and aligning them with customer needs, resulting in a high conversion rate and long-term partnerships.
- **Managed end-to-end sales cycles**, from prospecting and strategy development to closing and post-sale support, ensuring smooth transitions and maintaining strong client relationships throughout the process.
- **Collaborated cross-functionally with marketing, product development, and customer support teams**, fostering a collaborative environment to optimize sales strategies, product offerings, and customer service initiatives.
- **Trained and mentored new sales representatives**, sharing best practices for lead generation, relationship management, and closing strategies, ultimately enhancing team performance and boosting overall sales productivity.

Guest Relations Hostess, Professional Internship

Walt Disney World, Lake Buena Vista, FL

June 2012-April 2013

- **Exceptional Customer Service & Conflict Resolution**—demonstrated ability to manage guest concerns, resolve complaints, and exceed customer expectations. This shows strong interpersonal skills and problem-solving abilities, key for any leadership role.
- **Leadership and Team Collaboration**—led or worked as part of a team to provide excellent guest experiences, collaborating with diverse departments to ensure operational efficiency. This showcases your ability to motivate teams and work towards common goals.
- **Strong Communication and Interpersonal Skills**—acted as the primary point of contact for guests, communicating clearly and professionally both in person and over the phone. Highlighting this skill shows you're capable of managing relationships with both guests and colleagues.
- **High-Pressure Decision-Making and Adaptability**—worked in a fast-paced environment where decisions had to be made quickly to maintain guest satisfaction. This experience reflects your ability to remain calm under pressure and make strategic decisions—valuable in a managerial setting.

Skills

- **Computer Skills:** Proficiency in Word Processing Software; Familiarity with Learning management Systems; Graphic Design and Multimedia Tools; Spreadsheet Software
- **Personal Traits:** Creative, Adaptable, Collaborative, Organized, Analytical, Empathetic, Passionate

Professional References

- Tara Knight, Senior Concierge Manager, Expedia Group 863-508-8376
- Julie Banting, Concierge Manager, Expedia Group 407-276-2715
- Beth Davis, School District of Osceola County 407-870-4600