

Elizabeth Howlett

14-62 Biggs St., Fredericton, NB
[506-260-0309] [hclhw@stu.ca]
<http://elizabethhowlett.weebly.com>

Objective: To obtain a position teaching French/Social Studies at the Middle or Secondary level.

Education

Bachelors of Education from St. Thomas University - June 2013

- Enrolled in the Middle/Secondary stream
- Special focus on French Second Language and Social Studies education

Bachelor of Arts from St. Thomas University - May 2012

- Graduated with distinction
- Majors in French and Political Science
- Minor in Psychology

High School Diploma from Montague Regional High School - June 2006

- Graduated with honours
- Obtained French Immersion certificate
- Received the School Spirit Award in June of 2005
- Participated in a variety of clubs and groups including Student Council (Grade 10 Representative, Jr. Vice President, and Treasurer), Yearbook Committee (Treasurer), Debate Team, Model U.N., Grad Committee and the school rugby team.

Teaching Experience

Teaching Internship II: March 11th – May 3rd 2013

- Completed an 8 week teaching internship at Harvey High School
- Taught French Immersion Language Arts for grades 9, 10 and 12 as well as French Immersion 11-2 Modern History for grade 10/11
- Assisted with the implementation of a debate team for high school students
- Participated in a French PLC initiative to create a common resource to improve students' written performance

Teaching Internship I: November 5th – December 21st, 2012

- Completed a 7 week teaching internship at George Street Middle School
- Taught grade 6 French Immersion Language Arts, French Immersion Social Studies and Post-Intensive French
- Assisted with running a Friendship Club for grade six girls adjusting to Middle School

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Employment Experience

Bilingual Customer Care Coach at Xplornet Communications Inc. October 2011 – Present

- Assess agents' quality of customer service by completing biweekly call and case audits
- Meet with agents who are experiencing difficulties or who are not meeting quality expectations to discuss strategies to develop their customer service skills
- Work with Team Managers to ensure agents are compliant with company policies and procedures
- Collaborate with the Learning and Development department to draft training materials and write internal processes

Previous roles with Xplornet Communications Inc. October 2006 – October 2011

- Worked in a number of different positions including Bilingual Customer/Technical Service Representative, Internal Support Group, Real Time Analyst and Bilingual Senior Support Specialist
- Combination of full-time and part-time employment

Community Involvement

Volunteer with Speak Out! 2013 – May 25th, 2013

- Assisted with the debate segment of the Speak Out! 2013 competition

Volunteer with French for the Future – April 25th, 2013

- Participated in the 2013 French for the Future conference as a discussion facilitator

Tier 1 Judge for the Learning Partnership's 'Turning Points' writing competition – April 6th, 2013

- Assisted with the scoring of middle school and high school personal narrative submissions

Big sister at Big Brothers, Big Sisters from September 2011 to September 2012

- spent approximately 3 hours a week with a nine-year old girl from a single-parent household
- focused on finding exciting ways to have fun, learn and spend quality time together

Breakfast club volunteer at Bliss Carmen Middle School from April 2012 to June 2012

- spent 1 hour a week volunteering through the PALS partnership program
- helped serve breakfast to students before school

Brownie leader with Girl Guides of Canada from September 2010 to June 2012

- met every Wednesday during the school calendar year with a group of approximately 15 girls between the ages of 7 and 8
- collaborated with two other leaders to help plan meeting activities, crafts and badge work

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Certification and Other Skills

- Obtained a Level V New Brunswick Teacher's Certification in July of 2013
- Successfully completed a comprehensive test on Policy 701 and the Child Victims of Abuse and Neglect Protocols October 17th, 2012
- Completed a Cooperative Learning Workshop based on the research of Dr. Spencer Kagan October 5th, 2012
- Achieved an Advanced French oral proficiency on the New Brunswick French Second Language Proficiency Scale December 21st, 2011
- First Aid Certified

References

Derek Bradford – Cooperating Teacher at Harvey High School

- Email address: Derek.Bradford@nbed.nb.ca
- Phone: (506) 366-9819

Léo-James Lévesque – Internship Supervisor at George St. Middle School

- Email address: Leo-James.Levesque@nbed.nb.ca
- Phone: (506) 444-2042

Ann Manderson – Cooperating Teacher at George St. Middle School

- Email address: Ann.Manderson@nbed.nb.net
- Phone: (506) 206-0927