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| **Ian McPhail** | |
| Seoul Eunpyeong-gu Galhyeon-2-Dong 505-5 Apt. 302 | 010-8517-1632 | [ian110489@gmail.com](mailto:ian110489@gmail.com) | |
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| **Highlight of qualificationS** | |
| * Proven instructional, management and presentation skills * Energetic and inspiring personality * Fluent in 2 languages (Korean and English) * Deciphers meaning from complex data and formulates effective business strategy * Able to deeply focus and drive multiple projects to closure | |
| **Education** | |
| Bachelor of Science in Business Administration  State University of New York (SUNY) at Geneseo, Geneseo, New York | Aug. 2008 – Dec. 2012 |
| * GPA: 3.23 * Minors: Biology and International Relations * Significant Coursework in Chemistry, Economics and Political Science * Graduated with approximately 200 credit hours | |
| Advanced Regents High School Diploma Sept. 2004 – Jun. 2008  Owego Free Academy, Owego, New York   * Graduated 6th in class with High Honors and an un-weighted GPA of 95 * Vice President: Owego Free Academy’s 2008 *National Honor Society* chapter | |
| **Work experience** | |
| ESL Teacher Mar. 2013 – Mar. 2014  *JLS Language School, Seoul, South Korea*   * Taught an average of 8 classes daily, ranging from preschool to early middle school * Consistently praised by directors, seasoned co-workers and administration for excellence in hard work and teaching talent * Selected first among more experienced colleagues to pioneer instruction in a new branch * Designed an innovative repertoire of grade-level appropriate curriculum to challenge students of mixed learning ability * Created and shared original sets of class room materials, games, and activities * Facilitated an environment of constructive communication and collaboration among team members   Front Desk Agent Jun. 2012 – Dec. 2012  Quality Inn, Geneseo, New York | |
| * Mastered a complex database of guest profiles and financial statements in 2 weeks * Ensured guest satisfaction from reservation through departure; though a new hire, consistently nominated for *Employee of the Month* * Proficiency in strategic negotiation and up-selling led to 12.5 % increase in room sales * Processed payments and executed accounting procedures | |
| Team Member  Kentucky Fried Chicken/Taco Bell, Geneseo, New York | May 2011 – Jun. 2012 |
| * Prepared large-volume food orders in a fast-paced environment * Efficiently handled customer orders and resolved their concerns * Maintained a flawless work area in accordance with health and safety standards * Received Employee of the Week and Total Team Effort Awards   **Ian McPhail**  Seoul Eunpyeong-gu Galhyeon-2-Dong 505-5 Apt. 302 | 010-8517-1632 | ian110489@gmail.com | |
| Pharmacist’s Assistant and Café DePaul Volunteer Feb. 2006 – Aug. 2008  Lourdes Hospital, Binghamton, New York | |
| * Completed pharmaceutical tasks including inventory management and prescription filling * Out-processed patients and filed their confidential documents * Performed cafeteria duties including food preparation and end-of-shift accounting | |
| **activities** | |
| SUNY Geneseo   * Liberty in North Korea (LiNK) at SUNY Geneseo – *Founder and Two Term President*   + Drove a five-fold increase in club membership through networking and advertising   + Directed fundraising activities resulting in a $1,000 donation to a refugee charity * Geneseo GOLD Leadership Program - *Member* * Korean Christian Fellowship - *Member* * Freelance Essay Proofreader for International Students   Owego Free Academy   * Concert Pianist: 2006 STMTA Regional Piano Concerto Competition – Honorable Mention * High School *Scholarship Challenge*: Team Captain – First Place in County | |
| **Languages** | |
| * English (Native) * Korean (Self-taught fluent: reading, writing and speaking) * French (Level 5) * Spanish (Level 5) * Tagalog and Kapampangan (Raised second languages) * Japanese (Level 1) | |
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