

ANDREW J. ROH

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(312) 371-8375

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Multifaceted professional with two years of experience teaching 8th and 9th grade students abroad, and 14 years developing young employees and maximizing customer learning at a global technology corporation seeking 4th or 5th grade teaching position. Initiated career sabbatical to raise two young children for nine years, an experience that led directly to education. Highly proficient in technology, project management, people development, and data analysis.

EDUCATION AND CERTIFICATIONS

NATIONAL LOUIS UNIVERSITY

Master of Arts in Teaching Elementary Education (Pending), May 2020

Chicago, IL

ILLINOIS PROFESSIONAL EDUCATOR LICENSE

Elementary Education Endorsement (Pending), May 2020

Chicago, IL

NATIONAL LOUIS UNIVERSITY

Google Certified Educator I (Pending), March 2019

Chicago, IL

SHEDD AQUARIUM

Great Lakes Science Certified, July 2018

Chicago, IL

PURDUE UNIVERSITY

Bachelor of Arts in Sociology with Minor in Math and in Philosophy, May 1995

West Lafayette, IN

FIELD EXPERIENCE

LONGFELLOW ELEMENTARY SCHOOL

5th Grade Observer and Assistant

Oak Park, IL

September 2018 – Present

- Observed resident 5th grade teacher for 50 hours
- Taught teacher-prepared lessons to three 5th grade classes of 17-20 students
- Reinforced teacher material on one-on-one basis for three 5th grade classes of 17-20 students
- Developed and taught teacher-approved lessons to three 5th grade classes of 17-20 students

PROFESSIONAL EXPERIENCE

HOSTWAY CORPORATION

Director of Operations, Head of Training & Customer Learning, Technical Writer June 1999 – December 2013

Chicago, IL

- Developed and managed corporate-wide internal learning platform, Hostway University
- Managed customer-facing knowledge base using various content management platforms
- Developed original knowledge content, including video tutorials for customers and employees
- Created, recruited, trained, and developed technical support and systems management teams for new office in Mumbai, India for a period of six months
- Developed and examined data analysis systems for individual and group performance assessments
- Provided new and ongoing training to technical support and customer support teams locally and remotely
- Improved customer satisfaction ratings every year as Director
- Managed projects involving multiple departments designed to improve customer experience
- Reported directly to CEO and participated in weekly leadership meetings

PEACE CORPS

Math Teacher, English Tutor

Sinko, Guinea, Africa

June 1995 – June 1997

- Taught classes with engaging learning activities to over 110 students in grades 8 and 9
- Created lessons that accounted for remedial education required by most students
- Provided alternative applied methods to learn concepts
- Initiated peer review mechanism to augment native teacher knowledge and practices
- Maximized limited resources to benefit students, parents and administrators
- Taught English to students and villagers after school
- Embedded within community to enhance cross-cultural learning and experiences

ADDITIONAL SKILLS

- Expert in Adobe RoboHelp
- Expert in Adobe Captivate
- Expert in multiple content management platforms
- Fluent in project management
- Fluent in HTML and web development
- Fluent in Microsoft and Google Suites
- Fluent in Windows, Mac, iOS, Android, and Linux operating systems
- Functionally fluent in Korean, and partially fluent in French

REFERENCES

- Jeffry Weber, 5th Grade Teacher, Longfellow Elementary School, Oak Park, IL
- Amy Ewaldt, Director of Cortland Preschool, Cortland Preschool, Chicago, IL