



Robert Steven Peters



Job Objective: CENA Academy - Online English Teacher

Customer Service Skills:

- Have taught over 750 classes on-line English classes with over 1900 students and had an average customer satisfaction score of 9.25 out of 10 during this period.
- Provided excellent customer service and instruction by responding to students' needs and questions in a friendly and helpful manner for more than 20 years
- Marketed a variety of classes to ensure students education needs and financial needs were covered
- Communicated with diverse populations in a wide variety of ways ensuring a clear message
- Have taught Business English, Medical English and have helped to prep students for the TOFEL and the TOEIC exams with good results for each

Manual Skills:

- Demonstrated ability to write on a wide variety of subjects from news stories as a photo-journalist, medicine, to short stories to a completed, published novel
- Used creativity and a variety of artistic tools in the pursuit of furthering my Arts career
- Accurately and safely demonstrated proficiency with various computer programs including Skype, Google, Microsoft Office and Suite, Adobe products, ETC.
- Demonstrated ability to keep a cool head on a variety of life-threatening emergencies
- Written 4 complete books, two of short stories, two novels one of which has been published (Lima Gun Club by Robert Peters)
- Set up displays for photography and art shows by selecting most marketable items
- Proved ability to use strong verbal skills while teaching for more than 20 years covering a wide range of subjects

Administrative Skills:

- Wrote and implemented a 350 page Protocol, and 200 page Policy and Procedures manuals for multiple skill levels of Emergency Medical Technicians
- Created computer generated designs using both PC and Mac platforms
- Organized and disbursed international first responder teams to various crises settings within Peru by liaising with the Peruvian Fire Department
- Created a variety of special events for English language skills which improved return rates to the school
- Current TEFL (Teaching English as a Foreign Language) certificate held

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Work Experience:

Online ESL Teacher	TutorABC Taipei, Taiwan	2015 - Present
Published Novelist	Vancouver BC	2010 – 2015
Owner, Manager and Teacher English Language School	Centro de Idiomas Lima, Peru	2008 – 2010
Critical Care Paramedic and Clinical Supervisor	Northwest E.M.S. Tomball, Texas	2006 – 2008
Flight (Helicopter) Paramedic	Goldstar E.M.S. Houston, Texas	2003 – 2005

Education:

TEFL Certification Denver, Colorado	Bridge TEFL, USA	2015
Bachelor of Arts Luton, England	St. Christopher's College of Medicine	2005 - 2006
Paramedic Certification San Mateo, California	Hospital Consortium Area Network	1999 - 2000
Fine Arts Program Seattle, Washington	Cornish College of the Arts	1992 - 1994

Volunteer Experience:

Vice-President	American Medical Schools Association Luton, England	2005 - 2006
Clinical Coordinator and Teacher	American Medical Schools Association Luton, England	2005 - 2006
Paramedic and Teacher	Fire Department of Peru Lima, Peru	1998 - 2010
Coordinator and Teacher	American Heart Association/Red Cross	1995 - 2008

Military Service:

Private First Class	US Army	1986 – 1988
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Interests/Abilities:

- Writing
- Visual Arts
- Intermediate Level Spanish

References available upon request.