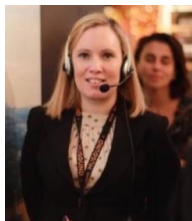


PERSONAL INFORMATION

Ana Paula de Souza Menezes



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✉ ana.beinternational@gmail.com

WORK EXPERIENCE

10/05/2017–Present

Director of Studies / Training Manager

UK English, Rome (Italy)

My main roles include identifying and assessing future and current training needs, drawing an overall or individualized training and development plan that addresses needs and expectations, deploying a wide variety of training methods, conducting effective induction and orientation sessions, monitoring and evaluating training program's effectiveness and success periodically and report on them, recruiting and training new teachers, observing lessons and giving feedback.

My current role also involves traveling to the UK during the summer to coordinate our summer camp programs in different colleges.

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2013–01/05/2017

Language Consultant

Freelance (Collaboration with the largest companies in Milan (EMC, Fineco, ClubMed, Thalles, Unicredit, Marangoni Institute, Robert Bosch, Politecnico di Milano, Vandermoortele, Sensient, etc.) (Italy)

Translations / Interpretation: English, Portuguese, Italian; English and Portuguese lessons, language consultancy for schools and companies

Translations in the following language pairs: Portuguese <> English; Italian > English; Italian > Portuguese; lessons of Business and General English, preparation for different English exams (TOEIC, TOEFL, BULATS, Cambridge exams).

Educational consulting services for schools: course management, selection and training of new teachers, educational program design and delivery of business courses.

09/2010–07/2013

Director of Studies / Training Manager

Servizi Estero, Milan (Italy)

Responsible for the organization of the placement tests and needs analysis of new participants, organization and planning of courses, management of funded courses, recruitment and selection of new teachers, responsible for the start-up of the courses on our customers' premises. Responsible for customer satisfaction. Attendance record and feedback to customers. Management of training programs after the collection of individual needs analysis. Management of governmental funds for staff training (Formatemp, Fondimpresa, Fondir, etc.)

01/01/2008–31/07/2010

English Teacher

British Institutes, Milan (Italy)

Responsible for the placement tests and English lessons (all levels). Responsible for the organization of school events and integration of staff

05/01/2004–20/12/2007

Training Manager

Vigban Empresa de Vigilância Bancária, Comercial e Industrial Ltda., Rio de Janeiro (Brazil)

Responsible for the recruitment, selection, training and needs analysis and involved in the activities of

the company newspaper. Responsible for the training department of the company, according to HR budget. Responsible for business courses (eg: Interpersonal relationships, emotional intelligence in the workplace, Leadership and Time Management). Responsible for the management of Public Relations of the company, keeping in contact with the customer to solve problems and working in the prevention of these. I was also responsible for the contact with potential customers, presenting the activities of the company when requested.

01/03/1999–20/12/2003 **English Teacher - Course Coordinator**

CNA, Rio de Janeiro (Brazil)

Selection and training of new teachers, preparation of monthly reports, organization of English Camps, preparation of school calendar and monthly meetings with teachers.

EDUCATION AND TRAINING

11/2016–02/2017 **Master’s Degree in Instructional Systems Design**

Final Result: 100/100

03/2000–11/2005 **Pedagogy**

UFRJ, Rio de Janeiro (Brazil)

PERSONAL SKILLS

Mother tongue(s) English, Portuguese

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	C2	C2	C2	C2	C2
Spanish	B1	B2	B1	B1	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills Before moving to Italy, I lived and worked in America (California) and Brazil (Rio de Janeiro), and these experiences have given me the opportunity to grow professionally and personally, and helped me develop great communicational skills. Working abroad has made me capable of dealing with cultural differences and as well as integrating well to different environments. I am highly motivated and I love challenges.

Job-related skills A competent professional with a career focused on course management and Human Resources. Qualified translator (English - Portuguese / Portuguese - English / Italian - English / Italian - Portuguese). My skills also involve the organization of integration and motivation programs. Volunteer translator for the sites of the United Nations and TED. I can handle technical, scientific and generic translations. I have worked with the following accredited institutions: Formatemp, Regione Lombardia, Fondir, For.Te, since 2008.

Driving licence B