**VAIVA OZOLINA**

26 Birkendale Drive, Kanata, Ontario K2K 2X5

vaiva.ozolina@gmail.com

[www.linkedin.com/in/vaivaozolina](file:///C%3A%5CUsers%5Cmaigu%5CDesktop%5Cwww.linkedin.com%5Cin%5Cvaivaozolina)

* Master’s degree in Education and English teacher’s qualification obtained at the University of Latvia, which led into an ESL teaching career for more than 16 years, acquiring extensive experience in teaching, assessment, progress evaluation, case management and providing support and encouragement to students
* Strong management skills acquired from facilitating groups with various language needs, establishing priorities for language courses and individual students, coordinating workshops during COVID-19, meeting the deadlines of students’ readiness for testing and providing progress reports to administration
* Superior communication skills enhanced while working in teams with partner-instructors to deliver effective training services to the military of the National Armed Forces of Latvia, growing in maturity, respect and diplomacy; multicultural collaboration and communication skills developed during a number of professional development courses in USA, Poland, and Germany
* Well-ingrained service and care skills developed from working in the military institution where strong work ethics and confidentiality are essential, as well as studying re-evaluation counselling in psychology at “Alter Ego” for two years
* Flexible and responsible personality with a great potential of learning and willingness to contribute to the organization by being responsive to students’ needs and enthusiastic about serving people

**Languages:** Fluent in oral and written English and Latvian

**Computer skills:** MS Office (Word, Excel, PowerPoint, Outlook), video conferencing platforms (MS Teams, Zoom), ILIAS system, creating blogs/webpages for teaching, ICT language learning tools and platforms, Internet

**Professional Experience**

**English Language Instructor 2016 – 2020**

Language School of National Armed Forces of Latvia, Riga, Latvia

* Conducted assessment of students’ language level and language needs in order to individualize their learning process and provide effective study materials, which resulted in higher student satisfaction and academic achievements
* Facilitated and conducted language learning process by introducing an online learning system solving the issues of absent students’ language acquisition and lack of access to materials, and by maintaining records of students’ progress and analyzing areas of improvement
* Collaborated with partner-instructors in program development and workshop planning and coordination which led to improved quality of outdated programs and more targeted course outcomes
* Provided support and individualized action plans for students with specific future career paths, consulting with colleagues and providing the necessary information, and coordinating testing of students’ language skills

**English Teacher 2004 – 2016**

Riga State Gymnasium No2, Riga, Latvia

* Promoted the importance of foreign language learning by actively assisting the methodical leader in organizing learning events, language tests and competitions
* Delivered lessons and evaluated test results, maintained electronic records of students’ progress and organized follow-up meetings with students and parents to provide advice and support with the aim of improving the efficiency of the language acquisition process

**Education**

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| **Master’s Program in Economics (incomplete)**Faculty of Economics, Latvia University of Agriculture, Jelgava, Latvia | **2010** |
| **Master of Science in Education (acknowledged by IQAS)**Faculty of Pedagogics and Psychology, University of Latvia, Riga, Latvia | **2005** |
| **Qualification of Teacher of the English Language at Secondary Schools**Faculty of Pedagogics and Psychology, University of Latvia, Riga, Latvia | **2003** |

**TRAINING/PROFESSIONAL DEVELOPMENT**

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| **ALPS (Advanced Language Proficiency Skills) I Course**Defense Language Institute English Language Centre, San Antonio, USA | **2019** |
| **The Language Standards and Assessment Seminar**Partner Language Training Center Europe, Garmisch-Partenkirchen, Germany | **2019** |
| **Re-evaluation Counselling in Psychology**Professional Development School “Alter Ego”, Riga, Latvia | **2019** |
| **Project: “Switch it on! Inclusion for teachers.”**Więcbork, Poland | **2016** |
| **Transatlantic Educators Dialogue**Illinois, USA | **2015** |
| **Mentors’ Course**University of Latvia, Riga, Latvia | **2014** |
| **Using Information Technology in English Language Teaching**Caligari, Italy | **2012** |

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