

PERSONAL INFORMATION

Teresa Hancock



Director of Studies, Teacher, Translator

WORK EXPERIENCE

2017 – present

Regional Director of Studies (Center-South Italy)

Wall Street English (WSE Italy Srl), Rome, Florence, Bologna, Italy (www.wallstreet.it, www.wallstreetenglish.com/)

- responsible for directly leading and managing the ESL teaching and didactic support team of seven schools (75 employees and freelance teachers) in Rome, Florence and Bologna with ca. 4000 students
- provide product support and training of managers to the national network (30 schools in the Centre-South), including the sharing of best practices, innovative teaching techniques and the introduction of new features within our core product
- in 2020, co-responsible for managing, scheduling and troubleshooting problems with teachers, students and staff on the new WSE Digital Classroom
- provide feedback to the international product team in real-time on platform usability by both staff and students (end-users)
- ensure all staff provide a consistent premium English educational experience
- guarantee the learning of adult students through quality control of teaching methods and use of the Wall Street English method and technology
- create specialized content to support Corporate and Individual sales in the personalization and optimization of courses to meet monthly and annual sales objectives
- recruit, select, train and track the development of native, CELTA or TESL qualified teachers and Academic Directors for the schools through training, observations, feedback, SWOT appraisals
- create an environment in which all staff and students are inspired and motivated by working with Human Resources to ensure development strategies to support continuous development, retention, and premium results
- implement new products and provide national network training to Sales Directors, Academic Directors, and ESL staff of franchisee schools in the functionality of the Core Course, Pearson Education products including Business Partner and MyEnglishLab and high stakes exams (Cambridge Linguaskill and IDP IELTS)
- feedback and plenary sessions with the WSE International Product team
- control of teaching and didactic costs and budget for each school in relation to WSE Italy P&L
- report on and analyze statistics monthly, annually and on-demand with regard to activity levels, progress of learning, student retention and renewal rates regionally, nationally and internationally
- ensure the Standard Operating Procedure is followed at all times in all schools to ensure consistency in terms of the global brand

Business or sector English as a Second Language Education

2013 - present

Freelance Translation

TperTraduzione, Rome

- translation work of projects for Roma Capitale, archaeological groups and academic departments, Lisciani Giochi, books such as 79 Stories No One Ever Told You About Pompeii, Anuga Food Special 2013, De Cecco, Innova Group, Oleificio Zucchi, Eccellenze Italia, and EXPO 2015

Business or sector Italian – English Translation

EDUCATION AND TRAINING

- 2019 **IELTS (International English Language Testing Service) Speaking Examiner and Invigilator**
IDP Education Australia
- 2007 **Certification of TESOL (Teachers of English to Speakers of Other Languages)/ TESL (Teaching English as a Second Language)**
Oxford Seminars, Toronto, Ontario, Canada
- 2003-2004 **Bachelor of Education - History and Classical Studies/Latin**
Ontario Institute for Studies in Education of the University of Toronto, Toronto, Ontario
- 2001-2003 **Master of Arts, in Ancient Studies/ History and Archaeology**
University of Toronto, Toronto, Ontario, Canada
Major Paper: "The Influence of the Phoenicians on the Island of Crete During the Early Iron Age."
Supervisor: Dr. Joseph W. Shaw
- 2000 **Academic Semester Abroad – Mediterranean Archaeology**
University of Malta, Msida, Malta
- 1997-2001 **Bachelor of Arts, with distinction, in Classical Studies with minor in Classical Languages**
Bishop's University, Lennoxville, Quebec, Canada

PERSONAL SKILLS

Mother tongue(s) English

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	B2	B2	B2	B2	B2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Organisational / managerial skills

- Leadership (currently responsible for a team of 6 people)
- Delegation (ability to prioritize tasks and add staff growth by delegating to and empowering team members)
- Strategic thinking and analytical skills (foreseeing potential risks and implementing processes to minimize impact on the team and services offered)

Job-related skills

- Change management (proven success in changing processes and maintaining high quality services during change of company ownership and radical core product upgrades)

Computer skills

Excellent command of Microsoft Office™ tools, standard database programs, educational teaching and testing software

Driving licence

- B

ADDITIONAL INFORMATION

Publications

- 2012 "The Minoans in the Southeast Aegean? The Evidence from the 'Serraglio' on Kos and Its Main Historical Implications," in *Exchange Networks and Local Transformations. Interaction and Local Changes in Europe and the Mediterranean between Bronze and Iron Age*, eds. S. Sabatini and M.E. Alberti, Oxford (coauthored by S. Vitale).
- 2011 "The Minoan and Mycenaean Expansion in the Dodecanese. The Evidence from Kos and its Theoretical Implications," in *Migrations in Bronze and Early Iron Age Europe (Prace Archeologiczne)*, eds. K. Dziegielewski, M.S. Przybyła, and A. Gawlik, Krakow (coauthored by S. Vitale).
- 2010 "More than just Waste: Behavioural Implications of the Refuse Evidence from Prehistoric Mitrou," in *111th Annual Meeting Abstracts. Archaeological Institute of America*, Los Angeles, p. 26.

Fieldwork and Scientific Research

- 2009-2012
Kos, Greece: "Serraglio", Eleona, and Langada Archaeological Project (SELAP).
Small finds analyst and Database Manager.
Responsible for the study of small finds; coordination of team members for input of material into project database; design of project database.
- 2007-2012
Tragana, East Lokris: Mitrou Archaeological Project, University of Tennessee.
Lab Director and Chief Cataloguer.
Responsible for data input to online University of Tennessee database in collaboration with international specialists; facilitation of the movement of excavated material throughout the storage area to the proper specialists; liaison and information conduit for Greek Ephoria representative; study of behavioural implications of refuse evidence. (Supervisor: Dr. A. Van de Moortel, Professor).
- 2002-2006
Pitsidia, Crete, Greece: Kommos Excavations, University of Toronto.
Chief Cataloguer/ Archivist.
Responsible for data input and accuracy adjustment to database of 15,000 entries, generated reports based on research need and facilitated international team members' work on computer presentations and manuscripts; coordinated and tracked the movement and access to excavation objects both on and off-site to researchers and local museum exhibitions. (Supervisors: Drs. J.W. and M.C. Shaw).
- 2001-2005
Toronto, Ontario: Kommos Excavations, University of Toronto.
Research Assistant: preparation of documents, photos, and manuscripts for Bronze Age Aegean publications (Supervisors: Drs. J.W. and M.C. Shaw)
- 2000
Marsaxlokk, Malta: Marsaxlokk Rescue Archaeological Project, University of Malta.
Volunteer Archaeologist.