

Robert Cole

Chu An First Road, No. 12, Lane 26
Baoshan Township, Hsinchu County
Hsinchu 30841, Taiwan
Phone: 886 3 456 7345
Email: Cole@teleworm.us

OBJECTIVE

Ultimate goal is a Summer Internship position that utilizes my skills and abilities while offering hands-on training experiences that can be utilized to help further my career path.

SUMMARY OF QUALIFICATIONS

A well-rounded Sales, Marketing and Management professional who has over 10 years of experience in Education with strong interpersonal skills, cross-cultural function ability, and effective communication skills. Self-motivated individual who learns quickly, thinks innovatively, and works well as a team player. A professional who not only enjoys to travel but is willing to travel. Personal traits include integrity, detail-orientation, competitiveness, dependability, and good-humor.

AREAS OF EXPERTISE

- | | |
|---------------------------|--------------------------|
| ▪ Customer Service | Internal Communications |
| ▪ Office Management | Problem Resolutions |
| ▪ Strategic Partnerships | Telemarketing |
| ▪ Press Releases | Market Launches |
| ▪ Creative Writing | Training and Development |
| ▪ Entrepreneurship | Speeches |
| ▪ International marketing | Events Planning |
| ▪ Large Scale Mailings | Professional Designs |

PROFESSIONAL EXPERIENCE

MANAGEMENT HIGHLIGHTS:

- Planning, coordination, and management or workload between multiple departments and office settings in the Philippines, Hong Kong, Japan, Europe, and the USA. Resulted in 32% sales growth.
- Supervised and trained staff on diversity management in order to meet the needs of students and families through collaborative and follow-up efforts of professionals in the fields of medicine, dental, psychological, scholastic, and home life.
- Successfully advocated one-on-one consultations to improve quality of life for clients. This was done in both small and large groups and through orientation training as well as programming.

Executive Director Intern

- | | |
|---|-------------------------|
| WALLACE CONSULTANTS—Hsinchu, Taiwan | Oct. 2008- Feb. 2009 |
| ▪ Start-up firm dedicated to meeting the practical English communication needs of employees in global tech companies. | |

Director, Student & Family Support

- | | |
|---|-------------------------|
| HSINCHU INT'L SCHOOL—Hsinchu, Taiwan | Aug. 2006- Aug. 2008 |
| ▪ Growing PreK-12 international school community. | |

- Coordinator/Consultant/Assistant/Houseparent** Feb. 1998-
MILTON HERSHEY SCHOOL—Hershey, Pennsylvania Dec. 2005
- Private residential school with \$7 billion trust fund to serve disadvantaged youth.
 - Coordinator, Family Relations & Student Orientation (May '03-Dec. '05)
 - Neighborhood Consultant (July '02-May '03)
 - Study Abroad Assistant (Sept. '98-June '01)
 - Full-time Houseparent (Feb. '98-July '02)

- Sales Representative/Coordinator/Specialist** Aug. 1995-
CONCENTRIC NETWORK CORP.—Cupertino, California Feb. 1998
- Start-up Internet company, provided secure private network solutions to businesses.
 - Inside Sales Representative (Dec. '96-Feb. '98)
 - Sales Coordinator (Nov. '95-Dec. '96)
 - Telemarketing Specialist (Aug. '95-Nov. '95)

SALES HIGHLIGHTS:

- Overachieved sales quota by 114% while upgrading accounts in a mature territory.
- Effective telemarketing skills resulted in High Achievement Recognition and increased clientele, network expansion, and quick promotions.
- Assisted in establishment of new regional sales team for a high energy, fast-paced Internet start-up company by qualifying prospective new business partners.

- Advertising Sales Representative** March 1995-
ASIAN SOURCES MEDIA GROUP—San Jose, CA July 1995
- Leading international trade magazine publisher with headquarters in Hong Kong, China.

- Advertising Sales Representative** Nov. 1992-
OTTAWAY NEWSPAPERS (DAILY ITEM)—Sunbury, PA March 1995
- Regional newspaper company.

- Sales Associate** Oct. 1991-
RAPID TRANSIT SPORTS—State College, PA Nov. 1992
- Local sporting goods retail store.

MARKETING HIGHLIGHTS:

- Conceptualized, creative and professionally-styled promotional copies for brochures, press releases, print ads, direct marketing letters, and other products which resulted in 32% growth in ad page sales.
- Facilitated focus groups, participated in research and development of data, and drafted recommendations for senior leaders regarding the management of workforce diversity.
- Fostered coordination efforts conducive to increasing attendance to Family Weekend events each year. Resulted in attendance of more than 1,000 people at the three major events.

- Marketing Executive** June 1990-
ASIAN SOURCES MEDIA GROUP—Taiwan and Hong Kong Sept. 1991
- Leading international trade magazine publisher headquartered in Hong Kong, China.

TRAINING AND INSTRUCTION HIGHLIGHTS:

- Coordinated, promoted, and implemented trainings, workshops and special events that enhanced ongoing partnerships amongst 1,400 students, their families, and 1,000+ staff members.
- Designed curriculum, promoted and instructed specialized language training for Taiwan business executives from technical and non-technical industries. Resulted in outstanding customer satisfaction, word of mouth referrals, and new business.
- Assisted in development and training of students, adults, and business executives which enabled them to improve their quality of life and business relationships.

English Instructor

- ENTREPRENEURIAL VENTURE—Taipei, Taiwan
- Sept. 1989-
Sept. 1990
- Independent initiative to provide custom language instruction to adults interested in English for Special Purposes.

EARLY CAREER SUMMARY

| | | | |
|------------------------------------|--|----------------------------|----------------------|
| HARRISBURG MARRIOTT HOTEL | <i>Assistant Restaurant Manger</i> | Harrisburg, Pennsylvania | Oct. 1988-July 1989 |
| YMCA LANGUAGE SCHOOL | <i>English Teacher</i> | Taipei, Taiwan | Aug. 1987-Sept. 1988 |
| MARRIOTT FAMILY RESTAURANTS | <i>Shift Manager, Howard Johnson's</i> | Danville, Pennsylvania | April 1986-July 1987 |
| STRAWBRIDGE & CLOTHIER | <i>Assistant Buyer</i> | Philadelphia, Pennsylvania | June 1985-March 1986 |

COMPUTER SKILLS

MS Windows 95/98/2000/XP, MS Word, Excel, PowerPoint, Outlook, Explorer, Access, MS Project

EDUCATION

National Chiao Tung University--Taiwan

Global Master of Business Administration • Sept. 2008-Aug. 2010

Marywood University--Pennsylvania

Partial Ph.D. Studies in Human Development • Sept. 2000-May 2003
GPA: 4.0/4.0 scale

University of San Francisco--California

Master of Arts in Int'l & Multicultural Education • Sept. 1996-Aug. 1997
GPA: 3.84/4.0 scale

Susquehanna University—Selinsgrove, Pennsylvania

Bachelor of Arts in Political Science • March 1982-May 1985

PERSONAL DETAILS

Beginning Conversational knowledge of Mandarin, willing to relocate and travel globally, a fitness and sports enthusiast.

REFERENCES

- Available upon request.