

# Eric Monteres Jamarr Black

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[www.wordddroughtrebellion.com](http://www.wordddroughtrebellion.com)

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## PROFESSIONAL EXPERIENCE

### Director of Tour Operations

January 2019 – Present

Hola Cali, Cali, Valle de Cauca, Colombia

- Assess local facilities and tour staff to ensure outstanding service to tourists. This includes visiting hotels, restaurants, and businesses to conduct random checks on the quality of service, comfort of stay, and cleanliness.
- Arrange for trip guides, translators, charters, and handling of special requests.
- Provide information on customs regulations, travel itineraries, fares, group discounts and billing.
- Develop, plan, and sell tour packages and travel service.

### Social Studies Teacher

August 2018 – Present

Colegio Jefferson, Yumbo, Valle de Cauca, Colombia

- Develop and apply pedagogical proposal; satisfying recognized objectives.
- Utilize technological innovation to support and report the educational advancement of learners.
- Monitor the educational process and consistently to consider necessary treatments.
- Organize study program to meet individual needs, interests, and capabilities.

### Web Search Analyst

January 2018 – July 2018

Appen, Remote

- Evaluated and analyzed online search results according to specific guidelines.
- Assessed and checked web search results based on specific search terms.
- Measured and determined the relevance and usefulness of web pages in correlation to predefined queries, accurately.

### Program Analyst - Technical Writer

October 2015 – February 2018

Project Support Services, Washington, D.C.

- Contracted services to large government client in Tactical Operations Division (TOD) composing policy directives and strategic plans by conducting subject matter expert (SME) interviews to gather data and produce content.
- Served as the HSPD-12 Help Desk SME - providing user training and support, technical troubleshooting, hardware configurations and offsite problem diagnosis nationwide.
- Used Excel to input, maintain, and retrieve the team's data over the share drive, creating a more organized and cohesive team environment.

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## English Instructor

June 2014 – September 2015

Volunteers Colombia – Servicio Nacional de Aprendizaje (SENA), Cali, Valle de Cauca, Colombia

- Pioneered the Colombian government's bilingual teaching program and was responsible for the planning and presentation of an individualized English-based program for adults in a professional trade school.
- Designed and coordinated hands-on activities to enhance client's interaction and critical thinking skills.
- Utilized cooperative learning techniques and provided individual instruction to meet the needs of clients with diverse learning styles.

## Technical Writer (Testing and Assessment)

October 2012 – June 2014

American Councils for International Education, Washington, D.C.

- Managed and produced online documentation of online testing tools, including: test specifications, user stories, and user training manuals.
- Orchestrated the refurbishment of the Test Administration Manual while managing documentation in an online content management system (CMS).
- Supervised and trained over 60 new staff members by producing standard operating procedures (SOPs) creating visualizations with Adobe Photoshop and Microsoft Visio.

## SKILLS AND LANGUAGES

Adobe	Detail-oriented	Outlook
Dreamweaver	HTML	English
Squarespace	Microsoft Office Suite	Spanish (B1)
Google Apps	Marvel	Markdown

## EDUCATION

**B.A., Communication Studies**, Professional Writing Certificate, University of North Carolina, Wilmington, NC (2011).

**Teaching English as a Foreign Language (TEFL) Certificate**, Centro Colombo Americano, Cali, Colombia (2018).

Media and Culture. Nelson Mandela Metropolitan University, Port Elizabeth, South Africa (2010).

Human Studies. University of Jyväskylä, Jyväskylä, Finland (2009).