

# Curriculum Vitae

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## Personal Information

**Name:** Brenda Dinhora Sierra Castillo

**Nationality:** Guatemalan

**ID:** 1993 80589 0101

**Age:** 48

**Address:** Condominio Villas de San Angel casa 245 zona 2

**Skype ID** bdsierra

**SKILLS:** Computer literate, problem solving, teamwork leader, organizational skills, strong verbal communication, motivational speaker, ability to work remotely, fast learner, customer relations, conflict resolution, service oriented.

**English Level** C1

## Working Experience

### **2015 up to date Sierra Consulting POSITION: Per Diem Learning Consultant / Translator**

**Job:** Academic Advisory, curriculum development. Guidance on best practices for teaching English as a Second Language. Selecting personnel for key positions. Helping institutions organize their teams and take advantage of their talents. Teacher training, workshop delivery about specific topics required by clients. Freelance translator, English Spanish, Spanish English, Simultaneous translation during live events both online and in person. Proofreading and editing of texts. Content Creator both English and Spanish. Voice over artist.

### **2021-2022 Richmond Publishing Executive Sales Rep.**

Bringing new clients, managing new projects, and ensuring organic sales. Analyzing needs and wants from target customers. Public Relations, Portfolio Recovery and dealing with conflictive clients to ensure the continuity of projects. Analyzing the market and tendencies to design and monitor projects mostly on unexplored markets. Monitoring teams to ensure the best service to customers. Reference: Julio Del Aguila

### **2017 -2021 AMCO (Advanced Methods Corporation) POSITION: Customer Experience Manager (LATAM)**

**Job:** Assuring a positive experience for the active customers, by leading the Service Teams in each of the countries. Giving a follow up to clients' needs and wants. Follow up service and organic sales growth.

Grounding and strengthening bonds with clients, by giving them academic advisory and immediate attention to their requests. Helping the academic team whenever needed, mentoring, and selecting academic personnel. Deal with complex and upset clients to ensure the permanence and continuity of the projects.

**2016 up to 2017 AMCO (Advanced Methods Corporation) POSITION: Academic Guide**

**Job:** Correct program implementation, both in English and Spanish. Giving academic advisory to coordinators as well as teachers. Teacher training, designing and giving workshops. Teaching the proper usage of technology in the classroom. Based on Guatemala, but helping in Honduras, El Salvador and Costa Rica.

**2016 up to 2016 Universidad Europea del Atlántico POSITION: Admissions Advisor**

**Job:** Contacting students who fulfill the profile to study in the European system. In charge of contacting, scheduling, and meeting with parents to explain them the process that is required, for their siblings to study and live abroad. Prepare, schedule, and give presentations to graduate students both in university fairs and programmed sessions. Plan, schedule and organize mayor presentations for parents, teachers, and students whenever there were visitors from Spain, according to the topic and the expertise of the presenter. Help them find the best place to live, according to their budget, schedule their trip, and help them with the process of legal documentation requested by the Spanish Embassy.

**2013- 2015 National Geographic Learning / Cengage Learning POSITION: Learning Consultant**

**Job:** Helping schools selecting material, planning and implementing programs of English as a Second Language programs. Preparing and giving teacher training. Also, academic orientation for school programs, Assessment, Placement Evaluations for students and teachers. Covering Guatemala and when necessary Central America. In charge of the budget, forecasting and inventory, requisition and control of samples and logistics, organizing academic and commercial events, as well as feeding the CRM for Guatemala.

- Reference: Laura Salazar
- Telephone: 787-233-3916

**2010-2013 Houghton Mifflin Harcourt**

**POSITION: Sales Representative / Academic Consultant** **Job:** Helping schools choosing, planning, and implementing English as First Language and as a Second Language programs. Preparing and giving workshops on the different subjects in English as well as Elementary Math and Reading in Spanish, in addition academic orientation for school programs, Assessment, Placement Evaluations for students and teachers. Also, developing both online and in situ teacher training. In charge of the budget, forecasting and inventory, requisition and control of samples and planning, organizing academic and commercial events, as well as feeding the CRM for Guatemala and El Salvador.

- Reference: Blanca Wolek
- Ex Director of Sales, Central and South America
- Telephone: (407) 345-3681

**2006-2010 Cambridge University Press POSITION: ELT Specialist**

**Job:** Helping schools selecting material, planning and implementing programs of English as a Second Language programs. Preparing and giving teacher training as well as academic orientation for school programs, Assessment, Placement Evaluations for students and teachers. Designing both online and in situ teacher training. Covering

Guatemala and El Salvador and in some events Costa Rica and Panama.

**2006**                    **Liceo Secretarial Bilingüe**  
**POSITION: Jr. High School and High School English**  
**Teacher**

**Job: teach Literature, Public Speaking, Spelling and grammar.**

**1999-2005**            **Colegio Montano**  
**POSITION: English Coordinator for the all the levels up until**  
**2004**

**English Coordinator for the Jr. High School and High School**  
**2005**

□ Job: Analyze the possible material to be used, development of the curricula for the whole school, training new personnel, supervision of the teachers of the English area, verification of the proper use of the Total Quality and ISO program and develop strategies for continuous improvement.

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**1998–1998**                    **English American School**  
**POSITION: Jr. High School and High School English Teacher**

□ Job: Teaching Grammar, Composition and Literature

**1997-1996**                    **Montano College**  
**POSITION: Elementary English Teacher**

□ Job: Teaching Science, Social Studies, Spelling, Grammar, Reading, Mathematics.

**1995-1993**            **Universidad Infantil Albert Einstein**  
**POSITION: Kindergarten English Teacher**

□ Job: Teaching English from Nursery to Transition

□ Reference: Enrique Ramírez, Principal

**Studies**

**1999-1994**            **Del Valle University PEM in English (not concluded)**

**1992-1980**            **English American School Bachillerato en Ciencias y Letras and High**  
**School**

## Other courses

2003 COREANO 1 Y 2, CALUSAC  
2005 CURSO PARA AUDITORES DE CALIDAD, SI-CALIDAD  
2009 CURSO EXCEL INTECAP  
2009 CURSO DE VENTAS INTECAP  
2010 LEADING THE CHANGE LEADING THE FUTURE, ERNESTO ITURRALDE & ASOCIADOS LATINOAMERICA  
2018 SERVICIO AL CLIENTE, CECAPIA COSTA RICA  
2019 CERTIFIED NUMEROLOGIST  
2020-2021 GOOGLE SHEETS BASIC AND INTERMEDIATE  
2020 WOBI ON EMOTIONAL INTELLIGENCE, DANIEL GOLEMAN  
2021 WOBI ON PERSONAL LEADERSHIP & ORGANIZATIONAL CULTURE, ADAM GRANT  
2016-2021 WEBINARS, BOOTCAMPS AND LEADERS' WORKSHOPS BY AMCO ON DIFFERENT TOPICS.  
2021 THE SCIENCE BEHIND MENTAL HEALTH, MINDSPRING MENTAL HEALTH ALLIANCE  
2021 STRESS: SIGNS, SYMPTOMS, MANAGEMENT & PREVENTION, MENTAL HEALTH ALLIANCE  
2021 UNDERSTANDING AVOIDANT/RESTRICTIVE FOOD INTAKE DISORDER (ARFID), MENTAL HEALTH ALLIANCE  
2021-2022 TRANSACTIONAL ANALYSIS CERTIFICATION, TRASCIENDE.  
2021 CERTIFIED UNITY FIELD PRACTITIONER

## Personal References

- Rene Avila, General Director at Distexsa Panamá, Telephone +507 66709-331 [renee.avila@distexsa.com](mailto:renee.avila@distexsa.com)
  - Will Joilcouer, Willgetyouin, +502 53181764
  - Licda. Julie Harries de Peyre. Director of the program of profesorado de segunda enseñanza en inglés. Universidad del Valle de Guatemala, Academic Consultant, Oxford telephone. (502) 23640492 /54017999
  - Hector Ramirez Curriculum Implementation Specialist 4English. Telephone +1 619 208 9898 [hector4english@gmail.com](mailto:hector4english@gmail.com)
- Christel Caputo, Managing Director at Ascension One Inc. +15163537185 [christel@ascension.one](mailto:christel@ascension.one)