**Alice Verlezza**

9 Berm Dr Cumberland, RI 02864 ● +1-508-685-3537 ● aliceverlezza@gmail.com

Educator and career coach with experience in human services, secondary and post-secondary education, customer service, and community outreach.

# CORE COMPETENCIES

* Proficient in Microsoft Office and Adobe
* G Suite Knowledgeable
* LMS experience with Blackboard, Canvas & Moodle
* Technology integration and instruction
* Curriculum and instructional design
* Performance evaluation and analytics

# PROFESSIONAL EXPERIENCE

## Dean College, Franklin, MA

*Adjunct Instructor, January 2021-Present*

* Teaches in-person 3-credit undergraduate sociology courses to a range of diverse students, including coursework for students in the ARCH program on topics related to socialization and marginalization.
* Designs and distributes research and resource materials that align with course objectives to enhance student experience.

## Fisher College, Boston, MA

*Adjunct Instructor, March 2017-May 2022*

* Conducted 3-credit online sociology courses to a range of diverse students based across the United States, including topics on culture, health, gerontology, race, class, and gender.
* Designed and delivered virtual lectures and facilitates online discussion

## Mansfield Public Schools, Mansfield, MA

## *6th Grade Teacher, January 2008-June 2017*

* Instructed English Language Arts to 1000+ students through lectures, discussions, group activities, and demonstrations
* Directed the teacher evaluation process, analyzing student score data on regional and state levels; implemented new practices for improvement.
* Integrated technology into the classroom as instructional tools, such as the Smartboard and Chromebook.
* Liaised communications with multidisciplinary teams to support all students, including those on IEPs, 504s, and other behavioral plans.
* Contributed insight to faculty, team, and curriculum meetings; acted as a representative on the English Vertical Team aligning grade-level testing and projects to Common Core Curriculum standards.
* Designed and produced online and printed publications for student yearbook and literary magazine clubs; advised groups, directed fundraising, and managed sales.

## Queen's University at Kingston, Kingston, Ontario

## *Teaching Assistant, September 2014-June 2015*

* Directed learning lab supporting department head’s sociology course
* Managed group tutorial sessions for 20+ students and provided one-on-one support during office hours and via email.
* Collaborated with professors and administrators to discuss and improve the academic experience for students

# WORK EXPERIENCEE

## Work Opportunities Unlimited, Cumberland, RI *Career Resource Specialist, September 2020-Present*

* Delivered job coach services for supported employment and vocational rehabilitation clients with physical, mental, and learning disabilities in MA and RI, including adult and student clients
* Performed cognitive and personality assessments based on referrals from ORS , MRC, and BHDDH
* Advised on job development and exploration, assisted with application and interview process, and helped clients retain positions and overcome barriers to employment
* Acted as mentor to train and advise new employees on processes and best practices
* Facilitated virtual job club meetings, contributed to annual ISP meetings, maintained daily and monthly notes and reports for all clients
* Ranked as high as first on my team in performance metrics and achieved 98% of objectives over the course of my first year on the job

## Bank of America, East Providence, RI *Customer Service Representative, September 2006-September 2009*

* Mastered and trained co-workers in various tech-based proprietary applications.
* Delivered superior customer service to approx. 80-120 customers per day in a retail banking setting.
* Ranked as high as first on my team in performance metrics.
* Facilitated classroom and on-the-job training to new hires encouraging Six Sigma initiatives and established protocols.
* Evaluated calls for quality control and trained associates on best practices and successful behaviors within the company.

## East Carolina Inn, Greenville, NC

## *Front Desk Manager, September 2004-June 2006*

* Scheduled and managed front desk guest services, group reservations, and meeting room appointments
* Maintained stocked inventory, generated filing system, and produced daily accounting reports.
* Resolved problems and complaints regarding property maintenance and guest disruptions.

# EDUCATION

## Queen's University at Kingston, Kingston, Ontario

## *Master of Arts in Sociology, June 2015* GPA: 3.85

## East Carolina University, Greenville, NC

## *Bachelor of Science in English Education, June 2006* GPA: 3.38

# CERTIFICATIONS

* Massachusetts Professional Teaching License Certification – Highly Qualified
  + Passed both the Communication and Literacy: Reading and Writing and English MTEL
  + Endorsements for 5-8th grades and 9-12th grades
* North Carolina Secondary Education
  + Achieved Praxis scores in Reading: 183, Mathematics: 178, and Writing:182
  + Endorsements for 6-12th grades
* Online 140-hour TEFL/TEFOL certification – TEFL.org - (in progress)
* Professional Sequence in Editing – UC Berkley Online Certification (in progress)