**PATRICIA MONTILLA KEELING**

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**EDUCATION**

**2017 Master of Arts, Spanish: Latin American Studies Spanish Translation Certificate**

American University, College of Arts and Sciences GPA 4.0/4.0

* Winner of the 2017 Jack Child Graduate Achievement Award for Qualifying Paper (QP) <http://www.american.edu/cas/wlc/languages/spanish-ma.cfm>
* Chosen to be the first student to teach in the Spanish Language Program (Fall, 2016) as an Adjunct Instructor while obtaining Master’s degree.
* Selected to present Research Paper: “Memory and Identity: Argentina’s Postdictatorial Representation of Trauma through the Artistic Photography of HIJOS” at the 2016 26th Annual Robyn Rafferty Mathias Student Research Conference at American University.

**2004 B.S. Business Administration-Marketing**

University of Maryland, Robert H. Smith School of Business

GPA 3.8/4.0 - Cum Laude

**EMPLOYMENT HISTORY**

**August 2021 – Present. Full Time Spanish Instructor**

**American University. Department of World Languages and Cultures**

* Expertly taught all levels of assigned Spanish courses such as Elementary Spanish I and II, Intermediate Spanish I and II and scheduled to teach Advanced courses in the Fall of 2022.
* Participated in training seminars to smoothly transition from Blackboard to Canvas online platform and effectively managed technology to enhance student learning experience.
* Creatively developed innovative lesson plans that promote individual and collaborative group work.
* Received excellent feedback from Student Evaluations of Teaching (SET).
* Successfully coordinated record attendance “Spanish Tertulias” providing students with an enriching

exposure to Spain and Latin American culture while practicing the language in authentic experiences.

* Professionally collaborated with faculty designing Spanish language assessments that incorporated culturally driven resources and met proficiency objectives.
* Participated in “Digital Equity for Students with Disabilities” Webinar hosted by the Center of Applied Linguistics (CAL) to foster an inclusive learning environment to all students.
* Counseled and supported students to further their academic endeavors by recommending them to the Fulbright Summer Program.

**August 2018 – August 2021. Part-Time Spanish Instructor**

**The George Washington University. Department of Romance, German, and Slavic Languages and Literatures**

* Expertly instructed Advanced Spanish using content-based pedagogy and socio-cultural awareness for language learning.
* Consistently engaged and motivated students to become critical thinkers to meet G-PAC standards.
* Successfully used instructional technology such as Blackboard Collaborate, VoiceThread and Cognella.
* Obtained positive feedback from mid-term and end of the year student evaluations.
* Effectively coordinated the “Spanish Café” (in person and virtually), a fun environment where students can practice their oral production skills while having an enriching cultural experience through discussion tailored to their interests such as music, art, traveling and food.
* Directed tutoring and writing clinics for advanced level students.

**August 2016 – May 2019. Adjunct Spanish Instructor**

**American University. Department of World Languages and Cultures**

* Taught all levels of assigned Spanish courses such as Elementary Spanish II, Intermediate Spanish I and Advanced Spanish II.
* Obtained certification in hybrid instruction and applied this expertise in teaching 4-credit hybrid courses (face-to-face instruction and an online self-directed platform).
* Extensively used instructional technology such as Blackboard (online discussion boards and Kaltura media), Vista Higher Learning and Connect.
* Implemented state of the art pedagogical techniques, as learned in coursework and my own research in language teaching.
* Utilized a variety of resources such as web-based tools like the Cervantes Virtual Center, ACCESO, Kahoot, Formespa, TodoEle to enhance the learning experience.
* Consistently received high student evaluations and extremely positive reports from peer’s classroom observations.

**February - April 2011. Meetings and Conferences Department Coordinator**

**Financial Industry National Regulatory Authority (FINRA) (Randstad Temporary Position)** (Washington DC)

* Coordinated conferences for Senior Vice President with office administrative and management operations.
* Managed purchase orders and provided operational support for staff office needs.
* Served as liaison for Event Planners and Vice President.

**November 2010 - January 2011. Member Relations Coordinator FINRA (Randstad Temporary Position)** (Rockville, MD)

* Coordinated Member Relations (MR) Senior Vice President and senior staff providing strategic administrative operations.
* Managed the annual Budget for MR Senior Vice President and Finance Department staff.
* Prepared expense reports and accruals for finance Department including all MR staff.
* Served as primary point of contact for committee members and district office managers to facilitate coordination of strategic events.
* Developed and implemented innovative systems to improve the effective and efficient operation of the MR Department.

**January 2008 - January 2011. Vice President (Volunteer Work)**

**Down Syndrome Network of Montgomery County (DSNMC)**  (Montgomery County, MD)

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* Executed strategic planning and decision making of the organization.
* As part of the leadership team, responsible for the growth of DSNMC and a ten-fold revenue increase.
* As a member of the Executive Committee, developed the structure, by laws, and employment strategies for the group to become its own non-profit.
* Developed materials and launched the DSNMC Professional Outreach Program (POP) to educate the health care community concerning pre-natal and post-natal diagnosis of Down syndrome.
* Managed DSNMC website and coordinated updates to enhance the user experience.
* Participated in the development of the DSNMC New Families Committee to reach out to families with children diagnosed with Down syndrome, especially within the Hispanic community.
* Gave presentations throughout Montgomery County to educate Hispanic families on access to DS resources and services in the community.
* Translated all DSNMC’s materials and website to Spanish.

**August 2004 - July 2006. Manager in Training**

**Cintas Corporation (**Landover, MD)

* Successfully completed a two-year management training program and corporate training (meticulous hiring).
* Experienced with in-depth business management operations in departments within the company such as Human Resources (HR), Sales, Production and Customer Service.
* Managed entire recruiting process and developed a program to fully staff understaffed departments.
* Trained hiring managers and launched a new Applicant Tracking System to facilitate recruiting needs.
* Conducted all new employee orientations.
* Productive sales representative: generated multiple new customers through different means.
* Successfully penetrated the Hispanic market and exceeded sales goals by 20%.
* Managed a group of 12 employees and maintained a monthly budget of $200,000 while working in the production department.
* Improved efficiency and developed new systems to reduce Material cost to less than 15%.
* Implemented new productivity standards for several positions and improved performance by 25%.
* Cross-trained employees and efficiently consolidated positions from 12 to 8 personnel, meeting labor audit standards.

**HONORS & AWARDS**

* Jack Child Graduate Achievement Award 2017
* Golden Key International Honor Society
* Recipient Hispanic Student Academic Award 2001
* Phi Theta Kappa International Scholar

**PROFESSIONAL DEVELOPMMET**

* Enrolled and participated in webinar “Digital Equity for Students with Disabilities” hosted by the *Center for Applied Linguistics* (2021)
* Enrolled and participated in webinar «Entrar en el bosque encantado: los textos literarios en el aula de ELE» hosted by *Editorial Difusión* (2019).
* Awarded Online Learning Certificate for successful completion of Training Course by the Center for Teaching, Research, and Learning American University, Washington DC (2017).

**LANGUAGE**

* Native speaker of Spanish. Near-native competency of English.