

Mercedes W. Montano  
mwm7@hawaii.edu

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#### **EDUCATION**

- Jan 2010—Present      ...      University of Hawai'i at Manoa  
B.A. Second Language Studies  
Certificate in Latin American/Iberian Studies  
Expected graduation: May 2012  
GPA 3.8
- Aug 2008—Dec 2009      ...      University of Northern Colorado  
Undeclared

#### **ADMINISTRATIVE EXPERIENCE**

- Aug 2011—Present      ...      University of Hawai'i at Manoa  
Administrative Assistant, Board of Publications Ka Leo  
Handled numerous tasks including taking notes and providing minutes from meetings. I kept master files of reports, meeting minutes, and other important documents for the Board of Publications, and maintained a display case that provided information to the student body.
- Feb 2011—Aug 2011      ...      University of Hawai'i at Manoa  
Receptionist, Board of Publications Ka Leo  
Handled numerous tasks including answering telephones, directing calls to interested parties, helped keep track of advertising contracts, ensured ads ran in newspaper, sent out invoices to advertising clients, processed payments, processed requisitions and purchase orders, deposited daily currency reports, and created spreadsheets for miscellaneous data.

#### **TUTORING EXPERIENCE/ EXPERIENCE WITH CHILDREN**

- May 2011—Present      ...      Grace Bible Church  
Teachers Aid in children classroom  
Help manage a classroom for two-year olds with a teacher by keeping the children calm and finding engaging ways to teach the children about Jesus.
- Jan 2011—May 2011      ...      University of Hawaii at Manoa

English as a Second Language (ESL) tutor (required work for my Second Language Studies 460: English Phonology course)

Worked one-on-one with a Japanese student from UH's Hawaii English Language Program (HELP). Some techniques used helped the student to improve her pronunciation and distinguish phoneme differences. We also worked on and improved her conversational English, which was her main objective.

Oct 2010—May 2011 ... Washington Middle School; Honolulu, HI  
Advancement Via Individual Determination Tutor  
Worked with groups of four to six students from grades 6-8. Helped facilitate and guide students to collaborate together and solve a problem by consistently asking questions and getting students to formulate their own questions.

Sept 2010—May 2011 ... Washington Middle School; Honolulu HI  
After-School Academic Program (ASAP) Tutor  
Worked individually with students, grades 6-8, with subjects ranging from math, science, social studies, or literature. Helped guide them to solve problems, but if needed, went step-by-step to re-teach problem solving procedures.

#### **RESTAURANT/CUSTOMER SERVICE EXPERIENCE**

Feb 2010—November 2010 ... Fat Greek Restaurant; Honolulu, HI  
Shift manager/Cashier  
Did many duties such as taking orders, handling cash/credit transactions, closed and opened registers along with daily cash deposits, ensured customers were satisfied, kept track of inventory, and managed staff during working shifts.

Dec 2008—Dec 2009 ... Palomino Restaurant; Evans, CO  
Server  
Duties included serving food, taking orders, handling cash/credit transactions, training new employees, closing and opening staff, running food, and hostess.

Sept 2006—Dec 2008 ... Culvers Restaurant; Greeley, CO  
Assistant Manager/Crew member  
Duties included taking orders, cooking, prepping, opening/closing restaurant, managing staff, handling cash

deposits and profits, training new employees, computer input, paperwork, and holding monthly staff meetings.

### **SKILLS**

- Intermediate speaker of Spanish
- Has worked in many diverse occupational communities
- I especially enjoy working with children and trying to guide them down an educational path that leads them to success
- Highly organized
- Very knowledgeable in Microsoft Office including Microsoft Word, Excel, and PowerPoint
- Has worked with other computer databases such as Smart Publisher

### **INTERESTS**

- Enjoy the outdoors: hiking, snowboarding, rock climbing, etc.
- Teaching children
- Eating new, delicious foods
- Reading
- Travelling
- Learning about cultures and languages

### **REFERENCES**

Available upon request