

Teresa Eileen Lynch

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Profile

Education professional with 35 years of experience, specializing in education administration, instruction, and communication. Extensive work in a broad variety of formats: corporate training programs, university-level instruction, educational administration, policies and procedures, company newsletters, Web sites, multi-media presentations, marketing cards, internal crisis communication, user documentation guides. Fluent Spanish. Extensive experience in international settings, including 4 years' residence in Spain.

Professional Experience

Fall 2008 **University of Pennsylvania — Part-time Lecturer**

- Taught Spanish 140 (2nd semester of intermediate Spanish)

October 2003 **Insight Education Systems — to present Communications Manager**

- Coordinate special events, including industry summit for representatives from 25 Fortune 500 companies and internal facilitators' summit
- Coordinate intensive public speaking schedule for four consultants
- Edit, revise, and oversee production of instructional materials and communication pieces
- Assist in development and maintenance of Web site
- Extensive client liaison and correspondence
- Coordinate certification program for prospective facilitators

Autumn 2004 **International Committee on Monuments and Sites (ICOMOS) — and 2005 Conference Assistant, Madrid, Spain and Xi'an, China**

- Translated conference documents from Spanish to English
- Assisted in administrative preparations for international conference
- Accompanied participants, trouble-shoot travel-related problems
- Simultaneous interpretation Spanish to English during cultural tours and ceremonial receptions
- Coached participants in English delivery of presentations; edited participants' presentations

1985-2003 **Merrill Lynch & Co. — Vice-President; Manager of Field Communications, International Private Client Technology (last position held)**

- Managed creation and implementation of all system documentation/marketing material—print, Web-based, e-mails, and online help—directed to international sales force end users (previously held same position for domestic sales force)
- Coordinated documentation development to support complex systems rollout schedules
- Developed and delivered multiple end-user training programs for financial consultants, sales assistants, and operations personnel
- Assisted in creation of system promotional materials for external clients
- Organized and ran management briefings
- Assisted in the preparation of CBT (Computer Based Training) modules for sales force

1982-1985 **Software Design Associates — Systems Training Specialist**

- Developed training materials for users of IBM PCs
- Administered internal training program for software consultants

1973-1982

New York University —

- Assistant Director, evening associate's degree program in business for adults (School of Continuing Education)
- Coordinator of Off-campus Courses (School of Education)
- Secretary, Foreign Language Department (School of Education)

1970-1973

SMU, Syracuse, and NYU School of Education study abroad programs/Madrid, Spain —

- Housing coordinator/secretary/administrator
- Student counselor
- Instructor, Conversational Spanish, Spanish phonetics

Education

- ☐ **Southern Methodist University:** B.A., Spanish; Latin-American Culture; Highest Honors/Phi Beta Kappa
- ☐ **Indiana University:** M.A., Spanish language and literature
- ☐ **New York University:** M.Phil, Spanish language and literature

Professional/academic memberships

- ☐ Society for Technical Communication
- ☐ American Association of Teachers of Spanish and Portuguese
- ☐ The Medieval Academy of America
- ☐ The American Name Society

Interests Music; history; theology; languages; literature