

Teresa Eileen Lynch

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Profile

Communications/training professional, with 25+ years of experience, specializing in all types of business-related writing. Extensive work in a broad variety of formats: policies and procedures, company newsletters, Web sites, multi-media presentations, marketing cards, internal crisis communication, user documentation guides, and training programs. 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)

2003-present Insight Education Systems — Communications Manager

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

**Autumn 2004 and 2005 International Committee on Monuments and Sites (ICOMOS) —
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 material—print, Web-based, e-mails, and online help—directed to 4,000 international sales force personnel (previously held same position for domestic sales force in 400+ branch offices)
- 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 marketing materials for external clients
- Organized and ran management briefings
- Assisted in the preparation of CBT (Computer Based Training) modules for sales force

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- 1982-1985** **Software Design Associates — Systems Training Specialist**
- Developed training materials for users of IBM PCs
 - Administered internal training program for software developers

- 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