

# Jennifer Ellen Johnson

***+10 years of experience in bringing people and opportunities together for learning and development***

## PROFESSIONAL EXPERIENCE

### **OWNER AND FOUNDER OF J.ENGLISH LANGUAGE SERVICES**

Tenno, Italy / 2012 – Present

- Create and teach material for pupils and professionals
- Train teachers on effective, modern approaches to learning
- Translate, write and edit academic articles, legal documents, and marketing material for businesses and universities
- Moderate and translate at live international sports events
- Selected, wrote, and presented bilingual material for "News Time" on Trentino TV

### **TEAM LEAD, JET2HOLIDAYS PLC**

Verona, Italy / April 2023 – October 2023

- Managed resort and airport customer support teams in Northern Italy
- Tracked performance and deliverables for 8 direct reports
- Resolved customer complaints in collaboration with providers
- Building and maintaining relationships with local providers
- Matched colleagues to internal career opportunities for 2024

### **CONTENT TEAM LEAD, STUDYSMARTER GMBH**

Munich, Germany / April 2022 – January 2023

- Managed the History, Politics and Geography teams, comprising up to 60 direct reports within 3 mostly remote teams
- Tracked performance and reported on deliverables
- Selected and onboarded talent in close cooperation with HR
- Set up and implemented guidelines and processes of content creation and quality auditing while ensuring cost-efficiency
- Ensured the correctness and usability of information and images with respect to intellectual property rights
- Defined and optimized content structures and corrected discrepancies across platforms
- Organized and led learning and development sessions
- Delineated improvement processes and reorganized workflow

## LANGUAGES

English – Native

Italian – Proficient

German – Intermediate

### **ENGLISH LANGUAGE TEACHER AT CLM BELL SCHOOL AND I-SPEAK**

- Full-time instructor in Riva del Garda / 2011 – 2013

#### KEY SKILLS

Asana  
Jira  
Confluence  
Django  
Microsoft Office  
Google Workspace

#### INTERESTS

Camping and hiking  
Organizing game nights  
Learning to play ukelele

#### EDUCATION

##### **M.A. IN EUROPEAN AND INTERNATIONAL STUDIES, PROTECTION OF FUNDAMENTAL RIGHTS IN INTERNATIONAL AND EUROPEAN LAW**

Universita' degli Studi di Trento / Trento, TN Italy – 2014  
Marks: 104/110

##### **B.A. IN ANTHROPOLOGY AND HISTORY WITH A FOREIGN LANGUAGE AND CULTURE CERTIFICATE IN ITALIAN**

Carnegie Mellon University / Pittsburgh, PA U.S.A. – 2008  
Dean's List Recipient, QPA: 3.8/4.0

##### **High School Diploma**

Whitefish High School / Whitefish, MT U.S.A. – 2005  
GPA 3.9/4.0

#### CERTIFICATIONS

##### **CERTIFICATE IN ENGLISH LANGUAGE TEACHING TO ADULTS (CELTA)**

University of Cambridge ESOL Examinations / 2012

##### **PROJECT MANAGEMENT MODULE**

Berkeley Extension / 2023

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