

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

ENGLISH LANGUAGE TEACHER AT CLM BELL SCHOOL AND I-SPEAK

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

LANGUAGES

English – Native
Italian – Proficient
German – Intermediate

KEY SKILLS

Asana
Jira
Confluence
Django
Microsoft Office
Google Workspace

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

INTERESTS

Camping and hiking
Organizing game nights
Learning to play ukulele

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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