

L MISHINA



Seoul Kwang Jin Ku
Whayang Dong 36-97 #103
Email: oahugrown47@gmail.com

Phone: 010-2658-3233

OBJECTIVE

To obtain a position as an instructor that will utilize my strong dedication in assisting students with their educational needs.

EDUCATION

Remington College Honolulu, HI. July 2003 Bachelors of Science degree in Criminal Justice
Hale Kipa Honolulu, HI. November 2003 Certified High School Counselor for at risk youths

EXPERIENCE

EIE "Excellence In English – Seoul, BundangGu Sunae Dong *English Instructor* 06/12 – 12/12

- Taught elementary through middle school classes of 3 – 10 students teaching English as a second language.
- Tailored lesson plans according to each individuals online monthly test scores.
- Responsible for conducting story book telling, outlines, rough drafts and presentations from news paper material.

Hawaii Medical Service Association (HMSA) – Honolulu, HI. *Account Service Coordinator* 06/07 - 05/12

- Providing effective customer service by resolving problems presented by employer groups in areas of claims processing, benefits, enrollment and billing.
- Research retroactive enrollment changes, obtaining appropriate approval and request drug overrides. Coordinate rate renewal updates, new group setups, and subscriber/dependent reports with the group maintenance unit and validating system updates.
- Coordinate open enrollment activities (session and materials) with employer groups, corporate educators, design specialist and the brochure unit.
- Supporting Account Executive in the production of contracts and other administrative tasks.
- Provide Human Resource education and training on their products and benefits package.

Hale Kipa Inc. - Ewa Beach, HI *Youth Counselor/Advocate* 11/03-06/06

- Identify youths who are starting to demonstrate behaviors that indicate they are at risk for severe problems during a classroom setting.
- Taught disadvantaged youths the importance of education and to prepare them for adulthood.
- Helped improve student's school performance by tutoring them with classroom assignments.



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counseling students and parents on improving classroom skills
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- Assist in providing help with development of coping skills, living skills and independent living skills.

REFERENCES

Available upon request