

# Tom Kwiatkowski

## Personal Profile

ESL tutor with 10 years of experience in teaching English to adults with a background in online content management in London, UK. I am bilingual in English and Polish and fluent in Italian. I have excellent knowledge of typical problems Italian students have when learning English and I utilise my corporate experience to help them acquire necessary language skills.

## Professional Experience

<b>ESL Tutor</b> September 2013 – present	<b>Freelance</b> Milan, Italy
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- Give private lessons and corporate training courses in General and Business English for both private and corporate clients at all levels
- My portfolio of clients includes major Italian companies such as iSenior, Nestle, Regione Lombardia, Uni Credit, Axa Group, Agos
- Give IELTS and FCE preparation courses
- Provide translation services for web content, university-grade essays, professional presentations and various types of documents

<b>Content Coordinator</b> January 2012 – September 2013	<b>Expedia</b> London
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- Coordinated the process of updating hotel content on Expedia.com, Hotels.com and Venere.com and reported to Content Lead
- Was in charge of editing hotel descriptions, editing and uploading pictures, ensuring accuracy of map locations and moderating user generated content
- Solicited new hotel information by contacting hotels including Global Strategic Accounts
- Ran database queries for multiple types of information within Expedia teams
- Worked with content management tools: Expedia Partner Central, Sales Force, CMS, Admin Tools and MS Office packages

<b>Market Research Specialist</b> September 2011 – November 2012	<b>GFK NOP</b> London
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- Coordinated market research project for two strategic clients: FedEx and Colgate
- Liaised with multiple teams and ensured smooth delivery of the project

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- Reported to directly project manager
- Dealt with multiple corporate clients

## Senior Editor& Events Co-ordinator

April 2010 - October 2011

J.D Blayer Ltd.

London

- Created online content for a Polish community website Londynek.net with 6M unique impressions a month and 250K registered users
- Was in charge of copywriting, editing, proofreading
- Managed co-operation with content providers and freelance writers
- Maintained and updated the web site
- Interacted with registered users
- Responsible for events promotion: negotiated and set up media partnership deals with events producers including London Thames Festival or Nigel Kennedy Polish Week in Southbank Centre
- Managed social media accounts on Facebook and moderated user comments

## Events& Sales Coordinator

February 2009 – April 2010

Novus Leisure Ltd.

London

- Handled online queries, prepared quotes and event arrangements
- Communicated with venue manager
- Ensured quality customer service
- Dealt with customers on a daily basis
- Carried out administrative and accounting tasks: scanning, invoicing, creating reports

### Education summary:

2013 **GCSE in English**, Tower Hamlets College, London

2012 **Certificate in IT User Skills ECDL Extra**, Level 2

2006 - 2009 **BA in Journalism and Mass Communication**, Metropolitan University, London & Jagiellonian University, Cracow.