

DOUGLAS TOSCANO

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PROFILE

MBA in Marketing, five-year experience as an English and Social Studies teacher in prestigious institutions in Quito. Worked as an Administrative Manager for a leading tour operator company in Quito-Ecuador. Served as a Senior Research Analyst for a well-known market research firm. Accustomed to work in a team. Proven work quality often praised by both peers and project managers. Fully bilingual, able to conduct business in Spanish and English.

EXPERIENCE

Universidad Israel, Quito-Ecuador
English and Tourism Services Teacher

December 2016-July 2018

- Developed a completely new course and syllabus for tourism students that could prepare them to interact efficiently and effectively with foreign tourists in the English language. Received an average of 27/30 from students in my evaluation.
- Tutored all students in the master's degree program of the university and increased the percentage of B1 certificates from 30% to a 90% completion rate.
- Plan, prepare and deliver instructional activities that facilitate active learning experiences.

Angel Polibio Chaves, Alangasi-Ecuador
English and Social Studies Teacher-Tutor

August 2015-December 2016

- Planned, prepared and delivered instructional activities that facilitate active learning experiences.
- Developed scheme works and lesson plans.
- Provided a variety of learning materials and resources for use in educational activities.

Wall Street English, Quito-Ecuador
English Teacher

June 2014-August 2016

- Instructed English to an approximate of 200 WSE students from Early Beginners to Advanced, ages 15 to 60 years old, using a variety of didactic methods.
- Prepared a series of classes based on unique themes such as Superbowl weekend, karaoke night, learning English with the Beatles and the top ten inventions of all time.
- Organized a series of events with students such as Scavenger hunts and Christmas gift giving.

EF Academy, UDLA University and Academia Cotopaxi, Quito-Ecuador
English Teacher

February 2014-June 2014

- Taught Business and Beginner English to senior level executives at Xerox and Repsol-Ecuador.
- Instructed in-school English at UDLA and Academia Cotopaxi to a total of 35 students of different ages, from 10 to 40 years old.
- Taught to all levels, group and one-to-one.

Tours Unlimited, Quito-Ecuador
Operations Manager

March 2008-February 2014

Tours Unlimited is a leading company in the personalized and customized service of international tourists, contributing to the development and promotion of Ecuador.

- Led a group of 19 American universities around 4 Latin American countries with the objective of recruiting Hispanic students. Coordinated events in 6 cities where more than 2000 students attended.
- Trained 15 guides and 5 drivers on achieving excellence in customer service and developed a satisfaction survey to track areas of improvement.
- Wrote and organized the business plan called “Bosque Protector Tulipe Pachijal” which occupied the third place among hundreds of participants in the entrepreneur contest co-organized by BID Network (Netherlands organization) and Con-Quito (Ecuador organization) in 2008.

EDUCATION

NEXT UNIVERSITY, Online University

DIGITAL MARKETING CERTIFICATE (In Progress)

EIL INSTITUTE, Quito, Ecuador

SIT TESOL Certificate, February 2014

- Taught a total of 11 students from early to advanced beginners. Prepared a total of 6 lessons including one listening and one reading class.
- Prepared a total of 6 lesson plans maximizing student learning and participation in order to achieve lesson’s objectives.
- Set up student-centered opportunities to use target language and any other language/skills to complete a communicative, real-world task.

KOGOD SCHOOL OF BUSINESS, American University, Washington DC

Master of Business Administration, May 2004

Concentrations: Marketing Management and Statistics

UNIVERSIDAD SAN FRANCISCO DE QUITO

Bachelor of Science, February 1999

Quito, Ecuador

Major: Agribusiness

LANGUAGES

English (fluent), Spanish (native)

COMPUTER SKILLS

High proficiency in Word, Excel and Power Point, SPSS Statistical Software and Microsoft Project

AWARDS

Recipient of a National Society of Hispanic MBA's Scholarship, December 2003

Recipient of two Hispanic Association of Colleges and Universities (HACU) internships (2002,2003)

VOLUNTEER ACTIVITIES

Ecuador Mi Pais (Ecuador My Country), Washington, DC June 2005-March 2008

Co-Founder and Vice President of Culture

Ecuador Mi Pais is a private, non-profit, non-governmental corporation that supports educational projects in Ecuador-South America

- Helped in the organization of numerous charity events that have contributed more than \$5,000 in scholarships for more than 50 underprivileged children and adolescents in Ecuador and over \$2,000 for the victims of the recent Tungurahua volcano eruption in July 2006.
- Spread the culture, traditions and history of Ecuador and promote the integration among Ecuadorians and other residents of the Washington Metropolitan Area.
- Organized a presentation about Ecuador in the Inter-American Development Bank (IDB) as part of the series "Knowing the member countries of the IDB".
- Designed a questionnaire and moderated a roundtable discussion about the origins, culture and current poverty conditions of the Afro-Ecuadorian community and examined how to bring better opportunities for their advancement.