

Kelsey C. Dean

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Education

Georgia State University, Atlanta, GA
Bachelor of Arts: Applied Linguistics/Minor: Psychology
The TEFL org, Online
120-hour TEFL course

Graduated: May 2016

Completed: March 2025

Volunteer Experience

The English School, Beni Mellal, Morocco
ESL Teacher

June 2025 - July 2025

- Assisted students with speaking, listening, reading, and writing
- Facilitated clubs and activities

Best Academy, Atlanta, GA

March 2015

- Discussed assorted topics such as sports and music with students at all boys' middle/high school during after school program
- Reinforced positive behavior and academic achievements

The Boys & Girls Club, Warren/Holyfield Branch, Atlanta, GA

April 2010 - June 2010

- Assisted staff to maintain discipline and order during recreational activities

The Boys & Girls Club, Teichert Branch, Sacramento, CA

March 2009 - June 2009

- Interacted with students during recreational sports such as basketball, dodgeball, and flag football
- Assisted elementary school students with math, reading, and English homework
- Supervised and assisted staff during recreational activities

Professional Experience

Spanish Ministry of Education @ IES Usandizaga-Peñaflorida-Amara BHI, San Sebastián, Spain

February 2026 - Present

Spanish Ministry of Education @ CEIP Hipódromo & CEIP Velázquez, Melilla, Spain

January 2025 - May 2025

English Language Assistant

- Assists students with oral communication and listening comprehension
- Gives presentations on American culture
- Shares materials to facilitate students' learning as directed by the teachers

Murphy's Markets, Arcata, CA

September 2025 - January 2026 & September 2022 - December 2024

Grocery Store Supervisor

- Ensured high quality customer service by establishing rapport with customers through active listening and a friendly, compassionate demeanor
- Supported successful daily operations by stocking, facing, troubleshooting customer questions and concerns, checking out customers at the register, supervising cashiers, enforcing company policies, and assigning employees to specific duties
- Accurately processed refunds, returns and relayed reports to management
- Added and subtracted funds from the safe and cash drawer and reconciled cash drawer at the end of day
- Communicated necessary facility repairs, inventory inquiries, and theft occurrences with manager and assistant manager

Rover, United States

June 2019 - October 2024

Pet Sitter

- Stayed in pet owners' homes overnight while they are away while tending to various pet needs and comforts as well as any home care requests

Turning Point Community Programs @ Mercy San Juan Medical Center, Sacramento, CA

September 2019 - March 2021

Peer Support Specialist

- Assessed patients upon admission from local emergency departments individually or accompanied by other health care providers
- Assisted a team of social workers, nurses, and psychiatrists with patient care during admission as well as discharge planning
- Actively listened to patients discuss preferred topics in times of crises, acknowledged and tended to patients' immediate needs and desired post discharge treatment
- Advised patients of community resources and submitted referrals to community programs, such as alcohol/substance abuse, correctional, housing, homeless, and crisis residential
- Supported medical staff in de-escalating patients and supported/monitored the other patients during that time
- Coordinated care with patients' loved ones in addition to coordinating care with patients' current health care providers or

- making referrals to establish care with new providers, including insurance initiation and verification
- Entered patient care documentation into EMR and county mental health software system

The Outreach Team/Amnesty International, Sacramento, CA

June 2019 - August 2019

Activist/Canvasser

- Walked door to door to educate local community members on humanitarian crises with the goal to sign up monthly sustainers to aid in those crises
- Practiced donation pitch scripts with supervisors and colleagues to perfect language, tone, and cadence
- Participated in team meetings to discuss campaign updates and daily goals

Crestwood Behavioral Health, Eureka, CA

May 2018 - December 2018

Recovery Coach

- Entered resident program notes into PointClickCare®
- Minimized physical and emotional escalation by redirecting residents and encouraging the use of coping tools
- Tended to resident requests such as snacks, shower room and locker access, linens, and individual conversations while providing positive reinforcement
- Monitored scheduled activities such as mealtimes, outdoor breaks, movie night, game night, free time, and bedtime
- Supported colleagues with tasks such as Q-15 checks, shower monitoring with sharps, and facilitating wellness groups

The Spa at Personal Choice, Eureka, CA

April 2018 - May 2019

Cosmetologist

- Assisted at front desk with various customer service support functions such as answering a multi-line phone system, scheduling appointments, checking clients in and out, tending to the requests of clients during appointments, and opening and closing the salon
- Performed various services such as haircuts, manicures, pedicures, waxing, and facials

Ellie Rowe, Concord, CA

December 2017 - February 2018

Caregiver/Assistant

- Contracted position assisting elderly family friend with household chores, running errands, and transportation to appointments

Sport Clips, Atlanta, GA

February 2017 - December 2017

Hairdresser

- Greeted clients and established trust to gain rapport and ease during services
- Observed client appearance to determine and recommend product and haircut type and style
- Checked clients in and out, made payment transactions, and recommended follow up appointments
- Demonstrated a dependable and reliable work ethic by opening and closing the shop
- Assisted the team in ensuring the shop was clean and tidy

Uber/Lyft, Atlanta, GA

August 2016 - February 2017

Driver

- Picked up riders and drove them safely, efficiently, and comfortably to their destinations

Georgia State University - Department of World Languages & Cultures, Atlanta, GA

August 2014 - May 2016

Student Assistant

- Assisted and referred students, staff, faculty, and the public to correct personnel
- Assisted in administrative duties such as administering student exams, answering and directing a multi-line phone system, and creating/revising formal and informal forms, letters, and other documents
- Gained rapport with staff, faculty, and the public while learning about their native languages and cultures beyond the U.S.

Sport Clips, Atlanta, GA

March 2012 - March 2016

Hairdresser

- Greeted clients and established trust to gain rapport and ease during services
- Observed client appearance to determine and recommend product and haircut type and style
- Checked clients in and out, made payment transactions, and recommended follow up appointments
- Demonstrated a dependable and reliable work ethic by opening and closing the shop
- Assisted the team in ensuring the shop was clean and tidy

Alliance for Education Solutions, Sacramento, CA

December 2011 - March 2012

Administrative Assistant

- Collaborated with a team to assemble successful methods of data collection for a one-day youth education advocacy event
- Arranged catering and transportation for research participants from several high schools

Leadership and customer service roles in the hospitality, beauty, and grocery industries

2000 - 2011