

# Diana Lim

## Bilingual in Chinese and English

68 Voyage Drive  
Glenmont, NY 12077

Phone: 518.862.4971  
dlim@techvalleyhigh.org

---

### OBJECTIVE

Teaching Position for Chinese Language

### EDUCATION

<b>New York State Teaching Certificate Chinese (Grade 7-12)</b>	<b>in progress</b>
<b>Teaching Certificate, Higher Education, UNIVERSITY OF SHEFFIELD, United Kingdom</b>	<b>1997</b>
<b>BS, Hotel and Restaurant Management, BRIGHAM YOUNG UNIVERSITY, USA</b> Graduated Magna Cum Laude	<b>1984</b>

### PROFESSIONAL EXPERIENCE

<b>TECH VALLEY HIGH SCHOOL</b> <b>Chinese Language Teacher</b> <ul style="list-style-type: none"><li>Conduct daily classes for 9<sup>th</sup>, 10<sup>th</sup> and 11<sup>th</sup> graders</li><li>Organize field trips and educational tours for language and cultural education</li><li>Responsible for curriculum design and development</li><li>Work with business alliance members on developing authentic assessment</li><li>Develop questions and administer the New York State Chinese Regents</li></ul>	<b>2008 - present</b>
<b>COUNTERPOINT LANGUAGE CONSULTANTS, INC</b> <b>Language Consultant (Chinese)</b> <ul style="list-style-type: none"><li>Translate documents and interpret live conversations between client and professional service provider, including courts and medical appointments.</li><li>Provide language training instruction for foreign nationals.</li></ul> <b>Language Teacher (Chinese) 2006-2007</b> <ul style="list-style-type: none"><li>Conduct weekly classes for 10-16 year old on Chinese Language appreciation and cultural awareness.</li><li>Organize field trips for cultural education.</li><li>Organize and coordinate after-class activities including dances, cooking demonstrations and art-and-craft.</li></ul>	<b>2005 – present</b>
<b>CHAMNESS RELOCATION SERVICES, INC</b> <b>Destination Services Consultant</b> <ul style="list-style-type: none"><li>Assess client needs and provide personalized destination services to transferees and their families relocating to Central New Jersey.</li></ul>	<b>2005 - 2007</b>
<b>SINGAPORE POLYTECHNIC</b> <b>Associate Professor, School of Business</b> <ul style="list-style-type: none"><li>Module team leader responsible for reviewing curriculum, developing and reviewing teaching materials, and ensuring that both delivery and content of the classes met department standards.</li><li>Conducted yearly industry related surveys of the modules taught in Human Resource departments in order to compare course offerings and curriculum with required industry knowledge. Compiled results and suggested changes to better prepare students for future employment.</li><li>Maintained Virtual College consisting of on-line teaching materials, previous years' exams and quiz sites for student self-assessment.</li><li>Selected as a mentor for department lecturers. Advised on teaching methods and materials development.</li><li>Delivered Cultural Diversity Workshops and Entrepreneurial Conventions for upper-class high school students to promote entrepreneurial spirit and create awareness of school.</li></ul>	<b>1995 - 2005</b>
<b>Quality Assurance Manager, School of Business (2001 – 2005)</b> <ul style="list-style-type: none"><li>Coordinated the ISO certification audit with third party auditors and conducted ISO training for internal quality auditors. Advised staff of 110 lecturers on audit procedures and quality issues to be addressed.</li></ul>	

- Planned, conducted and supervised the annual internal quality audit, and prepared independent and unbiased audit reports. Reduced negative quality findings by 40% within two years.
- Updated and maintained business department quality manual. Wrote policies to maintain quality assurance and consulted with Head of School to achieve execution of these policies.
- Streamlined the end-of-semester module reporting system by eliminating redundant steps, resulting in time savings of 50%.
- Coached Innovation and Quality Circle (IQC) teams in preparation for the annual IQC convention.

**MARKETING INSTITUTE OF SINGAPORE**

**2004**

**Adjunct Professor**, Diploma Program

- Taught Business Management to adult learners. Developed course materials, conducted lectures, wrote and graded exams, and prepared end-of-semester student report.

**NATURE SUNSHINE PRODUCTS, Singapore**

**2003**

**External Consultant**

- Developed course materials for Business Ethics and conducted in-house training for top 50 associates.

**RAFFLES INTERNATIONAL TRAINING CENTER (RITC)**

**2000 - 2003**

**External Consultant**

- Developed curriculum and related course materials for Raffles Hotel International Accommodation Management diploma program. Program consisted of six modules, each requiring examination papers and grading scales. Received approval on the course outline and exams from RITC moderators.

**SINGAPORE HOTEL ASSOCIATION AND TECHNICAL TRAINING INSTITUTE (SHATEC)**

**1994 - 1995**

**Trainer**, Accommodation and Business Studies Department

- Developed teaching materials for diploma and advanced diploma programs in Hotel Management, Tourism Studies and Culinary Skills.
- Presented lectures to full time students and adult learners.

**WESTIN STAMFORD AND WESTIN PLAZA HOTEL**

**1985 – 1994**

**Director of Groups and Tours**, Singapore (1988 – 1994)

- Coordinated reservations and registration activities for inbound regional and international tours, special events groups and convention groups. Increased tour group business by 50% and improved average room rate by 11%.

**Assistant Reservations Manager**, Singapore/Los Angeles (1984 – 1988)

- Installed MIS system, trained staff, conducted occupancy forecast and tested hotel room inventory system as part of the pre-opening procedures for the Westin Stamford in April 1986 and Westin Plaza in July 1986.
- Wrote initial policies and procedures for the reservations department. Worked with Reservations Manager to ensure that the new regulations met departmental needs.
- Formulated pricing strategies for various market segments and developed marketing plans.
- Conducted on-the-job training for initial staff strength of 12 reservation agents. The 2-day training included telephone skills, computer proficiency, product knowledge and familiarization with hotel policies.
- Forecast room occupancy and average rate for 10-day, one month and quarterly cycles.

**PROFESSIONAL QUALIFICATIONS**

Certified Quality Circle Judge, Singapore Productivity and Standards Board  
 Certified Quality Auditor, Singapore Productivity and Standards Board  
 Certified Assessor for Case Trust, Consumer Association of Singapore

**REFERENCES**

1. Ms. Trinyan Mariano, Professor, Rutgers University, New Jersey Tel: 908-534-1851
2. Mr. Richard Ang, Director of International Career Placement, Brigham Young University, Utah Tel: 801-422-7253
3. Mrs. Diane Dressler Tel: 908-526-3855