

# JESSA MARIE RAMOS

## TRAINER & ASSESSOR

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### SUMMARY

*Motivated and experienced Trainer and Assessor with a strong background in delivering high-quality training and assessment in tourism and hospitality. Skilled in creating engaging learning environments, developing industry-aligned programs, and assessing learner competency to achieve successful outcomes. Committed to supporting student development and career progression within the hospitality sector.*

### PROFESSIONAL EXPERIENCE

#### **TRAINER & ASSESSOR, Macallan College, Perth Australia**

**Feb 2025- Present**

- Deliver theoretical hospitality skills to ensure learners meet industry requirements.
- Assessing competency and evaluate learners' abilities through tasks, exams, and observations to confirm they meet the necessary standards.
- Monitor student progress and provide continuous feedback, assistance to guide learners towards successfully achieving their qualifications.

#### **ACADEMIC COORDINATOR & ASSESSOR, Envirotech Education, Australia**

**April 2023 - Jan 2025**

- Assisted students with homework, providing guidance and support to help them improve their academic performance.
- Monitored student progress and provided individualized support to ensure academic success.
- Coordinated with trainers and administrators to develop and implement innovative learning strategies, resulting in improved student engagement and retention.

#### **ESL TEACHER, Enderun Colleges, Philippines**

**Jan 2023- Mar 2023**

- Assessing the extent of language difficulties in students for whom English is a second language.
- Teaching students individually and in small groups out of the regular classroom, and assisting students within normal classroom settings.
- Teaching students English language skills using a variety of methods including lecture and visual demonstration.

#### **COLLEGE LECTURER, Canadian Tourism & Hospitality Institute, Philippines**

**Jan 2023- Oct 2024**

- Lectured and coached undergraduate students, delivering specialized subject content and academic materials.
- Developed curriculum materials, marked assessments, and mentored students to support their academic growth.

#### **COLLEGE LECTURER, Skill Power Institute, Philippines**

**Sep 2021- Jan 2023**

- Delivered engaging lessons in hospitality, combining theory and practice to meet academic and industry standards.
- Assessed student performance and provided constructive feedback to support learning outcomes.
- Supported and mentored students to achieve academic and career goals.

#### **ESL TEACHER, 51 Talk, Philippines**

**Oct 2020- Jan 2022**

- Taught English as a Second Language to Chinese and Korean students online, focusing on grammar, vocabulary, pronunciation, and conversational skills.
- Designed interactive lessons tailored to individual proficiency levels, fostering language improvement and cultural understanding.

## EDUCATION

### **Certificate IV in Training & Assessment 2024**

Masters in Education, Australia

### **Advanced Diploma in Tourism & Hospitality Management 2019-2020**

Academies Australasia, Singapore

### **Bachelor of Tourism & Hospitality Management 2013- 2017**

Lyceum of the Philippines University, Philippines

## ADDITIONAL INFORMATION

- **Languages:** English, Tagalog

- **Certifications:**

**HLTAID009** - Provide cardiopulmonary resuscitation

**HLTAID010** - Provide basic emergency life support

**HLTAID011** - Provide First Aid

**SITHFAB021** - Provide Responsible Service of Alcohol

**SITHGAM022** - Provide Responsible Gambling Services

Teaching English as a Foreign Language (TEFL) Certificate

- **Awards/Activities:** Employee of the Month (2018)
- **Key Skills:** Learning Management Systems (Moodle, aXcelerate), Course Content Development and Delivery, Academic and Student Support Services, Student Engagement and Mentorship.