
MICHAEL HUMPHERYS

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PROFESSIONAL SUMMARY

Detail oriented. High level of initiative and organization. Flexible and willing to take on new and varied tasks. Excellent work ethic independently or as a team member. Excellent communications skills. Customer service oriented. Professional phone etiquette. Proficient in Mac OS X, Windows, Microsoft Office Suite, basic Photoshop skills. Proficient in Sibelius and Finale. Expert in SEVIS (Student Visitor Information Systems) and internal corporate database systems.

WORK HISTORY

International Student Advisor, 01/2017 to 4/2020

ELS Language Centers – Melbourne – Melbourne, FL

- Registered Designated School Officer
- General office work including answering phones, work processing, data entry, and filing
- Plan and organize weekly activities and coordinated large group events
- Help create and manage government documents for international students
- Create monthly schedules of activities and events
- Create detailed expense reports and requests for capital expenditures
- Manage office supplies

Private Music Teacher, 08/2008 to Current

Self Employed – Orlando, FL / Chicago, IL

Create personalized lesson plans catered to each individual student

Assistant International Student Advisor, 05/2012 to 07/2016

ELS Language Centers Chicago – River Forest, IL

- Registered Designated School Officer
- Help create and manage government documents for international students
- Create monthly schedules of activities and events
- Create detailed expense reports and requests for capital expenditures
- Managed office supplies
- Answer phone calls and assisted new students with applications
- Chaperone students on weekly events throughout the city

Administrative Assistant, 05/2008 to 05/2012

ELS Language Centers – Melbourne – Melbourne, FL

- General office work including answering phones, word processing, data entry and filing
- Planned and organized weekly activities and coordinated large group events
- Assisted with conversation and minor classroom activities

Assistant to the Director of Jazz Studies, 01/2012 to 04/2012

University of Central Florida – Orlando, FL

- Answered phone calls and emails pertaining to UCF Jazz Festival planning
- Coordinated sponsorship and contacted public media sources for event promotion
- Created and implemented a detailed schedule for the two-day festival event

Customer Service Representative/Retention Specialist, 05/2011 to 08/2011

Vivant Home Security – Orem, UT

- Call Center representative including the handling of escalated calls, making outbound save/cancelation calls and sales calls

Store Associate, 05/2010 to 08/2010

Wrap-N-Pack Plus – Melbourne, FL

- Assisted customers with postage and packing questions and needs
 - Used cash register, responsible for bookkeeping and daily accounting as well as opening and closing the business each day
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EDUCATION

Bachelor of Music: Jazz Performance, 2012
University of Central Florida – Orlando, FL

Master of Music: Jazz Performance, 2014
DePaul University – Chicago, IL