

## **Steven M. Mercier**

Mobile: 336.500.7965

E-mail: steve@stevemercier.com

IT management and education/training professional with work and study experience on 3 continents. Cross-cultural expert, linguist, and international communications specialist.

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### **TECHNICAL AND BUSINESS SKILLS**

Microsoft Office (Word, Excel, Powerpoint, Outlook); Canvas and other LMS applications; Moodle; Adobe Photoshop, Illustrator; basic HTML, basic knowledge of DNS, FTP and TCP/IP concepts, search engine optimization concepts; basic familiarity with supporting ColdFusion- and SQL Server-based websites; basic familiarity with relational database management; numerous audio-recording, file conversion, file transfer and website editing programs, including DreamWeaver and WordPress; self-study in Python; knowledge of the intelligence cycle, intelligence analysis, conversation analysis, applied linguistics.

### **INSTRUCTIONAL AND TRAINING EXPERIENCE**

#### **Career and Technical Education Instructor, Fairfax County Public Schools**

**Fairfax County, VA** (August 2021-Present)

- Deliver instruction in accounting, web design, and economics to high school students grades 9 to 12
- Develop curriculum and assessments for courses
- Provide technical assistance and support to students as needed
- Consult with case managers on education plans for at-risk and special needs students
- Proctor standardized testing

#### **French Instructor, Hillsborough County Public Schools**

**Tampa Bay Area, Florida** (August 2019-July 2021)

- Deliver instruction in French language and culture to high school students grades 9 to 12
- Develop lesson plans, curriculum, and assessments across skills of reading, writing, speaking, listening, and grammar
- Supervise in-school suspension and liaise with assistant principals on disciplinary matters
- Supervise world language classes in the absence of colleagues
- Supervise virtual class lab sessions for Spanish language classes and provide on-site technical support as needed
- Consult with case managers on education plans for at-risk and special needs students
- Proctor standardized testing

**Senior Instructor** (August 2017-December 2018)

**Adjunct Instructor**, (August 2016 – May 2017, January 2019-May 2019)

**INTO USF, University of South Florida**

**Tampa, Florida**

- Delivered content-based instruction in English for Academic Purposes for credit and non-credit courses to international graduate students and undergraduate students
- Advised and coached students through regular individual meetings
- Reviewed curriculum with colleagues to make revisions as necessary
- Presented on strategies for efficient use of curriculum technology

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- Presented workshops and lectures on teaching-related topics to faculty and staff
- Coordinated faculty forum to promote dialogue between faculty and administration

**Adjunct Instructor, Hillsborough Community College** (January 2019-May 2019)

**Tampa Bay Area, Florida**

- Delivered content-based instruction in English for Academic Purposes for credit courses to undergraduate students
- Advised and coached students through regular individual meetings

**Instructor, Intensive English Program, NC State University Raleigh, North Carolina** (August 2015-December 2015)

- Designed lesson plans and delivered instruction in academic English for reading, writing, and listening to intermediate- and advanced-level students in pre-university intensive English program
- Managed student grading for classwork, homework, assessments, attendance, participation and other grade items via Moodle software
- Designed, administered and graded assessments via corresponding online components for writing and listening classes
- Researched supplementary listening materials for application to note-taking assignments and diagnostic assessments
- Devised journal assignments and other assessments for independent reading projects
- Collaborated with colleagues to ensure uniform instruction across sections
- Worked with academic coaching staff to ensure student adherence to academic integrity standards

**Instructor, INTERLINK Language Centers, University of North Carolina at Greensboro, Greensboro, North Carolina** (March 2015-July 2015)

- Delivered instruction in reading, writing, speaking and listening to intermediate- and advanced-level students in pre-university intensive English program
- Reviewed students' written and spoken work to determine advancement to higher levels
- Advised students on English immersion opportunities, study habits, time management and adjustment to life in the US
- Administered level testing in speaking and writing

**Visiting Professor, Center for International Affairs, Jeju National University, Jeju-si, Jeju-do, Republic of Korea** (August 2009-December 2014)

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- Taught credit and non-credit courses in English reading, writing, speaking and listening to over 500 undergraduate and graduate students, university employees, and Korean government employees
- Developed curriculum and assessment plans for all courses given, including elective courses on business English, new media writing, public speaking, survival English, and cross-cultural communication
- Coached and prepared student teachers for overseas teaching internships in English-speaking countries by delivering courses on teaching methodologies
- Delivered specialized English refresher courses for students who had recently returned from study abroad and overseas internships
- Developed and administered placement examinations and post-tests for program
- Compiled post-course survey data from program students
- Interviewed and assessed language ability of overseas study candidates for programs outside of department, office staff, and government programs

### **ESL Instructor, Bluedata International Institute, New York, NY** (February 2008 – June 2009)

- Delivered instruction in reading, writing, speaking and listening to international students in private school setting
- Designed, administered and graded assessments
- Led students on field trips to historic sites in New York

### **Account Executive/Executive Assistant, MLX** **New York, NY** (November 1999- June 2008)

- Trained over 1,500 real estate agents, administrators and IT specialists on proprietary real estate software programs
- Qualified prospective clients and maintained contacts for subsequent sales efforts
- Provided technical support for products and services via e-mail, telephone and offsite visits to clients
- Represented corporation at trade conventions, product launches and special events
  - Facilitated relationships with media partners
  - Optimized search engine rankings for company's consumer websites
  - Authored technical support text for websites
  - Compiled and organized real estate market data for proposals to federal, state and local government agencies
  - Acted as on-site accounting liaison for company banking, credit card processing, disbursements, payroll, health insurance, accounts payable and receivable
- Trained new hires in database management and proprietary software programs

### **EDUCATION AND CERTIFICATIONS**

- **University of South Florida, Tampa, FL**  
Graduate Certificate in Cybersecurity

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Studies included the intelligence cycle, information strategy and decision making, professional communication for analysts, and analytic methods

- **University of South Florida, Tampa, FL**  
Online Instructor Certification
- **Teachers College, Columbia University, New York, NY** Master of Arts, TESOL
- **Dickinson College, Carlisle, PA**  
BA, French and Music

### **SELECTED CONFERENCE PRESENTATIONS**

- May 2018: *Conversation Analysis for Student-Focused Instruction*. SSTESOL Annual Conference, Orlando, Florida.
- October 2014: *Business English on a Budget*. 2014 KOTESOL-KAFLE International Conference, COEX, Seoul, South Korea.
- October 2012: *21st Century Listening: Reaching Learners of Multiple Styles Through Technology*. The 20th Annual KOTESOL International Conference. Sookmyung Women's University, Seoul, South Korea.

### **PUBLICATIONS**

- December 2018: *Altering the Nature of Reality in ITA Courses*. TESOL International Association: The Newsletter of the International Teaching Assistants Interest Section.

### **LANGUAGES**

Fluent French; basic conversational and written Korean; basic comprehension of Spanish

### **SPECIAL SKILLS**

NAUI-certified Master SCUBA Diver and Rescue SCUBA Diver  
SSI Enriched Air Nitrox Certification