

Professional Mission Statement

I believe that my role is to help individuals and members of learning organizations identify and develop the skills, knowledge, and attitudes that they need or wish to acquire in their pursuit professional development and of English language proficiency.

I strive to excel and innovate in the facilitation learning and course design by challenging participants to reflect critically and by giving them the opportunity to become involved in holistic and communicative learning activities.

I continue to seek out new and relevant knowledge, skills, educational methods, media, technologies, techniques and materials to solidify my role in the market.

Experience

LAMPA Systems, s.r.o. – Vsetín, Czech Republic
Founder / Managing Director, January 2009 – Present

Steve Mullen & Associates / English Language Professionals – Vsetín, Czech Republic
Sole Proprietor / Course Writer / Facilitator, December 1999 – Present

EdCentre, s.r.o. / English Language Centre – Vsetín, Czech Republic
Partner / Facilitator, June 2001 – July 2009

Tourism Industry Association of Nova Scotia (TIANS) – Halifax, N.S., Canada
Course Writer / Corporate Trainer, November 1996 – September 1999

Top jazykové studio – Vsetín, Czech Republic
EFL Facilitator, September 1994 – July 1996

Zakladní škola – Ohrada, Vsetín, Czech Republic
EFL Teacher, September 1993 – June 1994

Střední zdravotnická škola – Ustí nad Labem, Czech Republic
EFL Teacher, January 1991 – June 1991

Education

Mount Saint Vincent University – Halifax, Nova Scotia, Canada
Master of Education (M.Ed.), Adult Education – October 1998

Université Sainte-Anne – Pointe-de-l'Église, Nouvelle-Écosse, Canada
Perfectionnement en Français, French Immersion Certificate – June 1993

University of Alberta – Edmonton, Alberta, Canada
Graduate Diploma in Education (Dip. Ed.), TESOL – May 1993

Acadia University – Wolfville, Nova Scotia, Canada
Bachelor of Arts (B.A.), English Literature – May 1992

Acadia University – Wolfville, Nova Scotia, Canada
Bachelor of Business Administration (B.B.A.), Marketing and Human Resource Management – May 1987

Project Work

ServeRight: It's Just Good Business – 2009
Editor / Course Writer: Rewrite of the Nova Scotia Tourism Human Resource Council's (NSTHRC) responsible beverage service training program

Lessons Learned Teaching Abroad – 2009 (work in progress)
Author: Handbook for EFL teachers

The LAMPA System – 2002 – Present
Conceptualisation and Design of a commercial Internet-based lesson planning and lesson control system for schools and teachers

Professional English Presentations – 2006
Author: Short course in English presentation skills

Professional English Telephoning – 2005
Author: Short course in English telephone skills

Service First – 2005
Author: Short course in service excellence – written under contract to the Nova Scotia Tourism Human Resource Council and the Nova Scotia Department of Tourism, Culture and Heritage

Professional English Correspondence – 2004
Author: Short course in English presentation skills

Nova Scotia VLT Retailer Responsible Gaming Program – 1999
Co-author: Short course in servicing problem gamblers – written under contract to the TIANS Human Resource Council, the Nova Scotia Gaming Corporation and the Nova Scotia Department of Health

Service Excellence in the Global Village – 1998
Author: Short course in providing service excellence to visitors from other countries – written under contract to the Tourism Industry Association of Nova Scotia's Human Resource Council and the Nova Scotia Department of Tourism, Culture and Heritage

Etiquette Awareness Program – 1998
Author: Etiquette training course for newcomers to the tourism industry – written under contract to the TIANS Human Resource Council

It's Good Business: Responsible Beverage Service for Festivals and Events – 1996
Author: Short course in responsible beverage service – written under contract to the TIANS Human Resource Council and the Nova Scotia Department of Health

References

Available on request