

Jon Barrett

+1 310 806-7542 • buglebarrett@gmail.com • <skype:buglebarrett>

LinkedIn: www.linkedin.com/in/jon-barrett-2a4bb518/

PROFILE

More than 20 years' professional management experience in an international environment in the following areas of expertise:

- International Educational Management
 - Business Development
 - General Management
 - Budget Planning & Execution
 - Sales & Marketing
 - Human Resources/Staff Development
 - Training
 - Logistics Management
 - Customer Relations
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- I possess a proven track record of improving net income through team-centered management, leadership, staff development and effective communication skills. I am a true leader who is not afraid to tackle difficult tasks. I am a hard working professional with a common sense approach to problem solving and a quick learner who adapts easily to and thrives in challenging environments.

Work Experience

February 2013 — January 2018

KAPLAN INTERNATIONAL

February 2014 — January 2018 School Director, Los Angeles Westwood, USA.

February 2013 — February 2014 School Director, Toronto, Canada.

- Fully responsible for all aspects of day to day running of large private English language schools. Los Angeles Westwood location is one of the largest schools in the company with an average enrollment of around 400-700 students at any time.
- Toronto School is the largest school in Canada with average enrollment of 400-600 students.
- Managing administration of accommodation, social events and teaching of international students from over 40 countries.
- Overall management of 35 staff in both Los Angeles and Toronto.
- Liaising with global sales teams with regard to student feedback and financial management.
- Managing annual school budget, including payroll, suppliers and building management.
- Staff recruitment, training and development.
- Problem solving particularly related to cultural awareness issues.
- Responsible for local sales.
- Assisting with business development in Russia and CIS countries for US and Canadian Schools.
- Managed the Los Angeles Westwood School successfully through a company-wide ACCET accreditation, which monitored operations, programs and procedures for compliance. Los Angeles Westwood School was awarded 8 "Above Average" ratings by ACCET.
- Los Angeles Westwood School was awarded annual national company awards for Student Satisfaction and Staff Excellence for 2015 and Student Satisfaction, Staff Excellence and Excellence in Academics for 2016 in the large school category.

July 2012 — February 2013

CULTUREWORKS

Director of Recruitment

- Responsible for the recruitment and diversification of international students for 5 private language schools, offering courses in English for academic purposes & general English with pathway programs based on university campuses and a college in London, Ottawa and Oshawa, Ontario, Canada.
- Position was home-based from Vancouver with extensive international travel.
- Managed a team of 2 in this new venture for the company and building up the international recruitment team.
- Responsible for creating and executing the annual budget for the Recruitment Department.
- Responsible for new international business development projects for company.

1997 — 2012

EF EDUCATION

January 2001 — April 2012

Vancouver, BC, Canada

EF International Language Centres

School Director

- Set up and managed a very successful large English language school for international students; school runs adult and junior programs as well as exam programs and university and college pathway programs and currently hosts 400-600 students.
- Worked with customers to resolve concerns and issues on a day-to-day basis in the school. Customers are international students, parents, companies and sales agents.
- Responsible for student accommodation, welfare and social activities.
- Planned, managed and executed annual budget for the school.
- Hired, trained and motivated staff in the school. School has staff of 30.
- Liaised with international sales offices and agents to grow business and responsible for local walk-in sales

- Responsible for capacity management of school.
- Managed the school successfully through two Languages Canada accreditations, which monitored operations, programs and procedures for compliance.

March 1999 — January 2001

EF International Language Schools, London & Brighton, U.K / Warsaw, Poland

Business Development Manager/Sales & Franchise Manager

- Developed network of sales agents in 25 Central European, Middle Eastern and CIS countries and set up franchise operations in 2 new markets, Slovenia and Azerbaijan.
- Devised a sales, marketing & franchise package for use by agents and potential buyers in a wide spectrum of Central European, Middle Eastern and C.I.S. countries.
- Managed budgets for operations in Central Europe, Middle Eastern and CIS countries.

August 1997 — February 1999

Moscow, Russia

EF English First Language Schools

Regional Manager

- Ran a chain of 11 profitable English language schools throughout Russia with over 100 employees.
- Planned and executed budgets for this chain of language schools.

1996 — 1997

Krasnoyarsk, Russia

PEPSI INTERNATIONAL BOTTLERS, Eastern Siberia, Russian Far East & Mongolia

Regional Sales Manager

- Opened sales office & distribution plant for one of world's largest soft drinks and snack manufacturers and successfully established and expanded business in a previously undeveloped region. This included procurement and renovation of office and warehouse space and registration of company with local authorities.
- Oversaw a winning merchandising and sales campaign in a completely new territory for the company.
- Recruited and managed a team of 30 (sales representatives, office & warehouse staff); trained and motivated staff in all positions by setting realistic goals for development and to increase overall productivity.
- Established a highly successful team of regional distributors to ensure a constant flow of product from a centralized manufacturing plant throughout Eastern Siberia, Russian Far East and Mongolia.
- Hired, trained and motivated staff in a number of different positions by setting realistic goals for development and to increase overall productivity.
- Trained teams of sales representatives in retail, merchandising & marketing.

1993 — 1996
Moscow, Russia

DHL WORLDWIDE EXPRESS,
Regional Director, C.I.S. Republics.

- Oversaw one of largest territories of any of the company's managers—the C.I.S. republics.
- Established and managed new offices in 10 C.I.S. countries (Ukraine, Belarus, Moldova, Georgia, Azerbaijan, Armenia, Turkmenistan, Uzbekistan, Kyrgyzstan and Tajikistan).
- Successfully implemented a marketing strategy in new emerging markets.
- Grew the business from departmental annual revenue of approximately \$240K to \$6 million over 3 years.
- Built up and was responsible for the successful day to day management and running of a regional department with a team of 10 direct reports and 230 indirect reports in 10 countries.
- Responsible for creation and execution of a departmental budget for these 10 diverse markets.
- Ensured satisfaction and credibility in the product by visiting key customers in these 10 very varied markets and working out customized plans to suit individual needs of this large spectrum of clients that included among others, embassies, oil companies, government offices and ministries and local and foreign concerns.
- Managed and resolved all departmental issues relating to business development, transport and service, international air-links, ground distribution, office financing and marketing.
- Developed effective computerized infrastructure and reporting system for the region with links into the worldwide network.

1992 — 1993

Ekaterinburg, Russia

CARE INTERNATIONAL

Humanitarian Aid Coordinator

- Set up and controlled a network of regional distribution centres for humanitarian aid in remote regions of Central Russia.

1991 — 1992

Moscow, Russia

PLEKHANOV INSTITUTE

Business English Teacher

- Taught business English to university level students.

1991 — 1992

BRITISH PETROLEUM

Assistant to Finance Director

Moscow, Russia

English & Russian Teacher & Translator

- Taught business English to local company employees.
- Taught Russian to English-speaking employees.
- Translated documents from Russian to English for Finance Director
- Interpreted for Finance Director at business meetings
- Did general administration and office work for Finance Director.

Education

1987-1991

University of Sheffield, UK
Bachelor of Arts, Modern Languages

- Russian & German (Majors)
- Portuguese & Linguistics (Minors)
- Awarded Erasmus Scholarship to study Portuguese for 1 month in Lisbon
- Distinction in Spoken Russian

LANGUAGE SKILLS

- Russian-Full professional standard, both spoken & written.
- German-Good working knowledge, spoken and written.
- Spanish-Good working knowledge, spoken and written.
- Portuguese-Fair working knowledge.
- French-Fair working knowledge.

OTHER SKILLS

- Computer literate: Microsoft Office (Access, Excel, Outlook, Word, Power Point)

INTERESTS

- Sports, Travel, Singing and Music.

REFERENCES AVAILABLE ON REQUEST.

