Emily Summers

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Professional summary

Highly organised and results-driven professional with 8+ years of experience in administration, client services, and stakeholder management, now transitioning into TESOL after completing certification. Adept at managing complex schedules, streamlining processes, and maintaining strong communication across diverse groups. Experienced in remote work since 2020 with proven ability to deliver accuracy, consistency, and clarity in fast-paced environments. Bringing transferable skills in planning, coaching, and conflict resolution to support learners in achieving their English goals.

Core Competencies

- Lesson preparation & classroom organisation
- Remote learning platforms & digital communication
- Stakeholder & learner relationship management
- Calendar, diary & roster management
- Conflict resolution & expectation management
- Cross-cultural communication & relationship building
- Workflow & process streamlining
- Team coaching, onboarding & supervision
- SLA adherence & compliance awareness
- Microsoft Office Suite (Word, Excel, Outlook)

Relevant experience

International TESOL Certificate – Completed through Tesolau 2025
Virtual Admin & Support | Nov 2023 – Present
Provided remote admin support to small businesses, strengthening skills in digital organisation, clear communication, and problem-solving.
Focused on TESOL study and professional development while relocating from the UK back to Australia.
Case Manager | Aug 2020 – Nov 2023
Coordinated high-volume scheduling, meeting strict service-level agreements.
Maintained accurate records and managed communications between multiple stakeholders.
Developed advanced digital collaboration and time management skills while working fully remote.
Senior Administrator & Field Support Consultant | May 2017 – Aug 2020
Promoted to senior role; led a team of 7–12 staff with responsibility for coaching, training, and performance feedback.
Communicated complex information clearly and diplomatically to clients and stakeholders.
Supported recruitment, onboarding, and compliance processes.
Volunteer Teaching Assistant | Sept 2019 – Mar 2020
Supported classroom delivery, provided 1:1 support, and reinforced lesson activities.
Education

Additional Roles (2011–2016): Customer service, pharmacy advising, retail management, beauty therapy. Built foundations in relationship building, client care, and one-to-one support.