

Jenna Rohde

T: +1 4436052220 E: jennarohde1@gmail.com DoB: 16.01.1995 Citizenship: USA

Highly collaborative leader with experience in multimedia production, education, sales, and customer experience; Passionate about creative projects that empower others to be better global citizens.



Work Experience

EF Education First, Tours

Boston, July 2020-Present

Boston, July 2019-July 2020

CEIP Javier de Miguel School

Madrid, October 2017-June 2019

Mackenzie Contracting, LLC

Baltimore, July 2018-September 2018

Elon University

Elon, March 2016-May 2017

CBS WJZ-TV News

Baltimore, June 2015-August 2015

Education

Elon University

Elon, August 2013-May 2017

La Universidad de Sevilla

Seville, January 2015-May 2015

Cambridge Center

Boston, September 2019-March 2020

Lingoda

Online, August 2021-Present

Departure Specialist, Customer Experience Team

- Worked cross-functionally improve the customer experience
- Increased regional Net Promoter Score by 52% YoY from 65.8-100
- Onboarded and trained 28 account managers to effectively meet key operational deadlines for 600+ tours and 9,000+ travelers
- Voted *Rookie of the Year* by CX department for outstanding performance

Educational Tour Consultant, Sales

- Partnered with 100+ educators to grow international student travel programs
- Managed tours over a two-year sales cycle from enrollment through departure
- Secured highest retention rate of travelers impacted by COVID-19 in 2020, reflecting strong communication and relationship building skills

English Teacher, Language & Culture

- Creatively designed curricula and taught 400+ primary-aged and adult students across various subjects at a bilingual public school
- Students successfully passed Cambridge English exams (A1-C2 levels)

Administrative Project Coordinator

- Collaborated with project managers, architects and subcontractors to secure quotes for 50+ bid proposals
- Improved communication between project managers and subcontractors

Multimedia Producer & Lead Graphic Designer

- Produced, filmed and edited promo videos to increase community engagement
- Spearheaded graphic design initiatives to promote student health and wellness
- Scheduled actors and production crew for sketch-comedy series
- Scripted and hosted in-studio production of university's weekly game show

Newsroom Production Intern

- Scheduled reporters and photographers to support Assignment Editor duties
- Assisted reporters and photographers with production while in the field
- Scripted and oversaw editing of news packages

Elon University

Elon, August 2013-May 2017

La Universidad de Sevilla

Seville, January 2015-May 2015

Cambridge Center

Boston, September 2019-March 2020

Lingoda

Online, August 2021-Present

Bachelor of Arts in Cinema & Television Arts, Minor in Spanish

Communications, New Media & Journalism Program

German Language, Beginner Levels 1 and 2

German Language, A1.1 and A1.2

Languages/IT

English (Native), Spanish (C1), German (A1.2), HubSpot Academy Inbound Certified, Microsoft Office, Adobe Creative Cloud, Google Workspace, Zoom, Drift, Power BI, Slack, Miro, SurveyMonkey, Mailchimp

Hobbies

Learning new languages; running long-distance races; baking pies; playing the piano, violin and ukulele; tap-dancing, photography, calligraphy hand-lettering, traveling the world (24 countries and counting!)

24 January, 2022

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