

KELLY MARTIN KOUCHI

EXPERIENCE

Instructor. *Department of Retailing College of HRSM, University of South Carolina.* Columbia, SC. August 2024 - current.

- RETL 362 Instructor
- RETL 350 Instructor
- TargetX Administrator

Salesforce Project Owner/Manager/Administrator, Event Planner, Executive Assistant, Record Management Coordinator. *Charlotte Pipe and Foundry.* Charlotte, NC. April 2017 – August 2024.

Salesforce Project Owner/Manager/Administrator:

- Successfully led company-wide implementation and integration of Salesforce platform.
- Organize and create training programs for Sales and Sales Support departments.
- Identify and assist in areas of improvement.
- Experienced in Salesforce Sales Cloud, Service Cloud, MFG Cloud, Salesforce Maps, Account Engagement, and other custom apps.
- Salesforce Certified Administrator.
- Salesforce Certified Business Analyst.
- Charlotte Trailblazer Community Co-leader as of January 2023.
- Ranger level Trailhead participant.

Event Planning and Event Management:

- Created customized digital solutions and organization for events
- Planned and managed numerous corporate events, including Wells Fargo Championship, The Masters, BMW Championship, Presidents Cup

Corporate Management:

- Supported Corporate Management in all administrative areas.
- Handled highly confidential and sensitive information within and outside of the department and company.
- Communicated (written and oral) with other executives and departments.
- Planned off-site meetings and conferences.
- Compiled and harmonized information among team members to create and distribute to Corporate Management Team.
- Coordinated travel
- Created presentations

Record Management:

- Record (Compliance) Coordinator, assisting with Record Management policies and guidelines based on legal requirements.
- Created and conducted presentations and workshops

English as a Second Language (ESL) Instructor. *English Language Program, University of Pennsylvania.* Philadelphia, PA. January 2016 – January 2017.

- Taught intermediate to upper intermediate writing, reading, and pronunciation courses in a highly intensive environment.
- Explored and successfully engaged students in a pronunciation course entitled “Dramatically Speaking,” where students performed scenes from plays and movies

- Worked cooperatively with other teachers.
- Attended seminars discussing updates in technology and applied these updates in my classrooms.

English as a Second Language (ESL) Instructor. *English Language Training Institute, Office of International Programs, University of North Carolina at Charlotte.*

Charlotte, NC. January 2012 – May 2014 and August 2006 – May 2009.

- Taught writing, communication skills, and grammar in an intensive English language program.
- Collaborated with team members to create/adjust curricula and achieve established course objectives.
- Developed supplemental educational materials to meet student needs.
- Demonstrated effective teaching strategies as evidenced through teaching evaluations.
- Maintained all classroom records and student information in compliance with program and federal guidelines.
- Created early American history and culture program for Fulbright Program at UNCC.
- Administered standardized tests.
- Joined staff-wide oral assessments and written evaluations for new students.
- Instructor in short term programs within International Programs.
- Hiring/selection committee member.

School Administrator and Educator. Academic ESL Tutor. *Emerald Lake Scholars Academy (ELSA).*

Matthews, NC. June 2009 - January 2012.

- Researched and created suitable curricula for students.
- Coordinated instructors for course and level appropriate activities and instruction.
- Administered and supported all state-mandated information and tests.
- While enrolled in ELSA, student scores increased multiple grade levels.
- ESL Instructor to Japanese students living in the United States and assisted with elite-level student applications.

Owner/Proprietor. *Bargain Babes.* Simpsonville, South Carolina. 2002-2004.

- Owned and operated upscale children's new clothing, consignment, and resale store.
- Created and maintained hundreds of unique client accounts with thousands of pieces of inventory turned over monthly.
- Implemented new computerized monitoring and inventory system.
- Increased sales by more than 40% year over year.

English as a Foreign Language (EFL) Instructor. *Time T.I. (A division of Time-Life Media) and International Communications Nagoya.* Nagoya, Japan. April 1998 - January 2000.

- Instructor at large companies such as Toyota, Denso, Mercedes-Benz, and Mitsubishi.
- Taught Business English to business executives and various learners
- Adapted and created unique materials for every course taught.
- Engaged students by creating interactive language courses.

EDUCATION/CERTIFICATIONS

- M.A. in English, Language Acquisition Specialization. *University of North Carolina at Charlotte*.
- B.A. in English. *University of North Carolina at Charlotte*.
- Japanese language, Level 1 certificate. *International Communications Nagoya*. Nagoya, Japan.
- Exchange student. *Charles University*. Prague, Czech Republic.
- Salesforce Certified Administrator.
- Salesforce Certified Business Analyst.

PROFESSIONAL PRESENTATIONS

Kouchi, Kelly, Jill Morin, Linda Scott, and Allie Wall. *The Benefits and Coordination of Team Teaching*. Fall 2006. NAFSA conference in Atlanta, Georgia.

Kouchi, Kelly, Arnold Halperin, and Nancy Pffingstag. *Using Nicenet in the Classroom*. Fall 2007. UNC Charlotte.

VOLUNTEER POSITIONS

- Charlotte area Salesforce User Group Co-leader
- Volunteer with the New Hope-Solebury schools; Vice-President of the PTF.
- Chairperson of the Scholarship Committee, New Hope-Solebury schools.
- Booster Club President for the golf team at New Hope-Solebury High School.
- Volunteer ESL tutor. Charlotte, NC.
- Volunteer at UNCC's International Festival.
- Japanese Language Tutor. Charlotte, NC.
- English Language Tutor. Charlotte, NC.
- Parent Teacher Association. Charlotte, NC.
- Parent Coordinator for various sports teams through school and local clubs. Charlotte, NC.
- English/American Cultural Presenter. Nagoya, Japan.