

JAMES BAUM

Customer Happiness and Technical Support Guru

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SUMMARY

I spent years teaching and exploring the world. Now, I'm looking to transform those skills and experiences of flexibility, comfort in ambiguity, cross-cultural understanding, pedagogy, and a life-long interest in technology into a remote career engaging people and helping customers navigate services and products that matter to the world.

EXPERIENCE

Chief Technologist & Researcher

Power ProVida

03/2019 - Ongoing | Cologne, Germany (Remote)

Health and wellness startup offering preventive health programs through plant-based nutrition, yoga, and mindfulness for office workers.

- Onboarded team members onto productivity SaaS platforms and iOS apps; designed company website with WordPress; researched Western European co-living/co-working markets for planned retreats.

First Grade, ESL, and Technology Teacher

TLC International School

02/2013 - 05/2017 | Nouakchott, Mauritania, West Africa

- Prepared over 40 students for second grade reading adhering to AERO standards; improved 15 ESL students reading/writing levels via individualized success plans; initiated construction of computer lab and developed IT curriculum (K-MS), sometimes low-tech solutions.

Secondary English Teacher

United States Peace Corps

06/2010 - 08/2012 | Kortuhun, Sierra Leone, West Africa

- Collaborated with local colleagues to improve English teaching practices; assisted with report card collation ensuring transparency; acquired over 200 books for the school library through donations; organized, fundraised, and implemented an infrastructure project grant for a new school building and school desks via crowdfunding.

SKILLS

Adaptable

Multicultural Communication

80+ WPM

WordPress Admin

Organized

Writing

HTML

Research and Analytics

Empathetic

Positive Attitude

EDUCATION

Bachelor of Arts, Linguistics

University of Oregon

09/2007 - 03/2010 | Eugene, Oregon

- Presented a bachelor's thesis comparing affixes in various Bantu languages; Swahili and French emphasis

PASSIONS



Gardening and Vegetarian Cooking



Practicing Languages and Reading



Hiking and Camping



Learning WordPress and Writing

VOLUNTEERING

Hostel, Farm, & Mobile Podcast Studio Assistance

Workaway

06/2017 - 07/2018 | Central & South America

LANGUAGES

English

Native



Spanish

Conversational



French

Basic

