

# MARCUS GRANT

## Substitute Teacher

(555) 976-4321

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United States, Atlanta, GA

### Professional summary

Resourceful and adaptable professional transitioning into education, bringing a solid background in customer service management. Eager to leverage strong communication, conflict resolution, and organizational skills to support high school students across diverse subjects. Dedicated to fostering a positive and inclusive learning environment that engages students and promotes their academic growth.

### Experience

September 2025 - Now

#### Substitute Teacher

Fulton County Schools, Atlanta, GA

- Delivered lessons across multiple subjects, including English, Social Studies, and Science, ensuring alignment with lesson plans and school policies.
- Maintained a focused and disciplined classroom, addressing student inquiries and encouraging active participation through positive reinforcement.
- Collaborated effectively with full-time teachers to provide additional academic support for students with diverse learning needs, ensuring an inclusive classroom environment.

June 2020 - July 2025

#### Customer Service Manager

Tech Solutions

- Led a team of 15 staff members, managing daily operations and ensuring high-quality service delivery to customers.
- Trained and mentored new hires, refining communication, problem-solving, and conflict resolution techniques that enhanced team performance and aligned with effective classroom management strategies.
- Developed and implemented organizational systems that improved operational efficiency, mirroring classroom resource management and student activity coordination.

### Education

**Bachelor of Arts in English, Georgia State University, Graduated: December 2023**

- Relevant Coursework: Classroom Management, Adolescent Literature, Secondary Education, Writing Instruction.

#### Certifications

- Georgia Educator Certificate** | June 2024
- Youth Mental Health First Aid Certified** | August 2023

**Professional Development, Classroom Management Workshop, Georgia Teaching Institute, April 2024**

- Participated in a week-long training focused on effective classroom management strategies, including conflict resolution, positive reinforcement, and creating an inclusive environment.
- Learned to address diverse learning needs and behavior management techniques to create a respectful and engaging classroom atmosphere.

### Skills

Exceptional communication, leadership, and conflict resolution abilities

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Proven classroom management techniques and student engagement strategies

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Proficient with educational technologies (Smartboards, Microsoft Teams, Zoom)

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Ability to adapt teaching methods for diverse learning styles and academic levels

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### Hobbies

- Reading and Literature
- Mentorship
- Technology in Education