

## **Curriculum Vitae**

Raul Bello  
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### **Education**

Louisiana State University, Baton Rouge, LA  
B.A. in Foreign Language

### **Teaching Experience**

Brookhaven College, Farmers Branch, TX  
Adjunct Professor - Principles of Retailing  
Fashion Buying  
Introduction to Computer Fundamentals  
English as a Second Language – Grammar  
English as a Second Language – Writing

Center for the English Language, Dallas, TX  
Adjunct Instructor - English as a Second Language

The Art Institute of Dallas, Dallas, TX  
Instructor - Retail Merchandising  
Marketing,  
Buying  
Computers  
Customer Service

Iberville Parish Schools, Iberville, Louisiana  
Teacher - Mathematics

### **Publications and Papers**

Bello, R., Understanding and Providing Customer Service, IDentity Magazine, May 2002  
Bello, R., Part I: Defining Good Customer Service, IDentity Magazine, June 2002  
Bello, R., Part II: The Function vs. The Goal of a Business, IDentity Magazine, July 2002

Bello, R., Part III: Who's Job Is It Anyway?, IDentity Magazine, August 2002  
Bello, R., Part IV: Frontline Customer Service, IDentity Magazine, September 2002  
Bello, R., Part V: Handling Complaints, IDentity Magazine, October 2002  
Bello, R., Part VI: Customer Service Recovery, IDentity Magazine, November 2002  
Bello, R., Part VII: Traditional and/or Non-Internet Related Methods, IDentity Magazine, January 2003  
Bello, R., Part VIII: Internet and/or Technology Related Methods, IDentity Magazine, February 2003  
Bello, R., Part IX: Common Sense Implementation and Abusing Your Powers in Customer Service, IDentity Magazine, March 2003