

VICTORIA SOPHIA SAINT DOMINGO

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Professional Profile

Motivated and globally minded Lecturer with a Master's in International Business management and recognition as an Associate Fellow of the Higher Education Academy (AFHEA). I bring a diversified blend of academic knowledge and real-world industry experience, particularly within the gem and jewellery and financial advisory sectors. My teaching draws on research-informed pedagogy with a strong emphasis on communication, inclusion, globalisation, and student empowerment. I am committed to academic excellence, cross-cultural communication, and curriculum innovation to meet the evolving needs of modern education.

Academic Experience

• Lecturer

ESL (partnership with **Bath Spa University**) | Nov 2024 - Present

- Deliver 9 lectures and seminars (face-to-face and online) per week for 45+ students per modules of Level 5 & 6:

- Organizational Behavior and Management
- Economics and Globalisation
- Introduction to Business and Management
- Human Resource Management.

- Incorporate contemporary research and global academic discourse into teaching delivery to promote critical and leadership thinking, integrating intercultural understanding.

- Assess coursework using standardised criteria and provide timely, constructive feedback and marking with clear developmental guidance.

- Design and create inclusive, contemporary module content aligned with awarding body learning outcomes, including weekly schemes of work, lecture notes, and reading lists.

- Develop inclusive HE teaching and digital resources for - *lesson plans, case studies, assessment briefs, rubrics, and marking guides* to ensure transparency and consistency across diverse learner cohorts.

- Engage in academic processes such as moderation, standardisation meetings, marking panels, and undergraduate dissertation supervision, contributing to academic governance and the maintenance of academic standards and quality assurance across programmes.

- Contribute to curriculum enhancement and student retention initiatives through collaborative planning, student engagement strategies and quality assurance activities.

• Lead Practitioner - Teaching & Learning | (2019-2021)

Colombo School of Arts and Sciences

- Championed pedagogical innovation and staff development across key curriculum areas. Led CPD workshops, mentored trainee teachers, and developed assessment frameworks to enhance teaching quality and learner outcomes

Education

• MSc International Business Management

University of Wolverhampton | 2023-2024

- Modules: International Business Context and Finance, Strategic Global Marketing, Master's Research project (Mixed methodology, Thematic Analysis).

- Dissertation: Analysing Communication Barriers in Multicultural Hospitality Workplaces and Their Relation to Employee Retention.

- **BA (Hons) International Business Management**

University of West London | 2019-2022

- Modules: Strategic Management, International Trade finance and investment, Managing SMEs, International Business.

Professional Recognition

- **Associate Fellow (AFHEA)**

Advance HE, United Kingdom

Awarded: 05 June 2025

Fellowship Reference: **PR308069**

Research & Publications

- *Saint Domingo, V.S.* (In progress). *Intercultural Communication Barriers and Employee Retention: A Mixed-Methods Inquiry into Multicultural Organisational Dynamics*. Journal article in preparation based on MSc dissertation.
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Research Interests

- Cross-cultural Communication in Global Organisations.
 - Transformational Leadership in Post-Growth and Emerging Economies.
 - Data Sovereignty and Digital Decolonisation.
 - AI Governance and Algorithmic Justice.
 - The Human-AI Interface and the Future of Work.
 - Designing AI Ethics Frameworks for the Global South.
 - AI-Enhanced Public Policy in Transitional States.
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Professional Experience

- **Director of International Business Operations**

Ana & co Jewelry Pvt Ltd. | Feb 2021 - November 2024

- Managed £1.5M+ in annual cross-border trade across Asia, the Middle East, and Europe.
- Led initiatives that increased export revenue by 45% over two years through strategic partnerships and market expansion.
- Implemented ethical sourcing and sustainability protocols aligned with evolving international standards and responsible business practices.
- Developed customer relationship strategies to support long-term trade alliances, increasing export revenue by 35%.
- Bridged intercultural communication gaps between clients, suppliers, and internal teams - an experience that now underpins a research focus on inclusive leadership and ethical trade.
- Conducted competitor and market research to support marketing strategy and brand positioning.

- **Premier Financial Advisor**

AIA Premier | April 2020 - Oct 2020

- Conducted risk assessments and tailored long-term financial strategies.
- Provided high-net-worth clients with strategic financial advice across investment, insurance, and risk portfolios.
- Promoted ethical financial planning aligned with responsible business values.
- Enhanced client's financial literacy and long-term planning confidence.
- Built and maintained trust-based relationships with diverse client groups.

Teaching & Pedagogical Skills

- Student-centered and transformative learning.
- Research-informed and practice-led delivery.
- Digital, Hybrid and blended learning.
- Assessment design and Constructive feedback.
- Curriculum innovation & programme review.
- Equity, Inclusivity and culturally responsive teaching.
- Undergraduate Research supervision and Mentorship.

Citizenship and Institutional Contribution

- Support student development through academic guidance and pastoral care.
- Collaborate across campuses to ensure consistency in delivery and standards.
- Contribute to curriculum enhancement aligned with responsible business values.
- Promote inclusive teaching practices for diverse learner needs.
- Maintain strong working relationships with colleagues and programme leads.
- Assist in module coordination, assessment planning, and quality assurance.

Language Proficiency

English - C2 | Sinhala - C2 | Tagalog - C1 | German - A1

Technical Proficiency

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), SPSS (IBM), NVivo, Adobe Photoshop, and Online Learning & Assessment Platforms (Turnitin, Blackboard, Mentimeter)

Volunteer & Outreach

- Business Studies Teacher - Colombo School of Arts & Sciences (2018)
- Modern Art Teacher, Colombo School of Arts & Sciences (2018)
- Volunteer, Embark Sri Lanka - Animal Welfare (2020)
- Director of SPERO- Fundraising Project for Sunera Foundation (2016)
- CCC Foundation (2018) - Cancer awareness & mental health programs