

Professional Summary

Dedicated educational professional with history of meeting goals and utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Highly effective at promoting learning and encouraging well-rounded development through written assignments, oral exercises and testing protocols. Well-versed in using multiple educational software programs to diversify instruction.

Accomplishments

- Collaborated with team of 2 in the development of a Texas Lesson Study lesson plan. The lesson plan was published by TEA and is now on the TEA resources page for educators to study and implement the lesson themselves.

Skills

- Instructional Techniques
- Individual Education Plan Expertise
- Effective Written and Verbal Communication
- Educational Software
- Educational Support
- Team Collaboration
- Data Collection
- Project Planning
- Strong Communication and Interpersonal Skills
- Organization and Time Management
- Creating Presentations and Proposals

Education

Master of Arts: Education, 08/2015

Wayland Baptist University - Wichita Falls, TX

- 3.1 GPA
- Relevant Coursework: Instructional Techniques & Advanced Portfolio Development and Technology Integration
- Relevant Coursework: – Child & Adolescent Development & Learning & Instructional and Assessment Strategies

Bachelor of Science: English, 08/2013

Wayland Baptist University - Wichita Falls, TX

- Relevant Coursework: Organizational Behavior in Business & Advanced Computer Applications

School: 2006

S. H. Rider High School - Wichita Falls, TX

Work History

Middle School English and Language Arts Teacher, 08/2014 to Current

The Equity Project (Tep) Charter School – New York, NY

- Manage over 150 students daily
- Strived to achieve 40%+ growth in students test scores
- Create new materials, including audio and visual resources, by writing and producing them
- Advising and guiding people on educational and social issues
- Worked with colleagues from various disciplines to identify and implement effective instructional strategies
- Designed course materials and supported implementation.
- Created curricula, research topics and conceptualized course format, subject matter and presentation.
- Provided subject matter expertise on all courses, materials and lesson plans.
- Completed in-service and additional training in order to maintain my professional growth
- Set reasonable deadlines and gave clear instructions for assignments.
- Evaluate progress using data and spreadsheets
- Collaborate with Master Teachers to create lesson plans that are tailored to learning needs and skill levels of students
- Create lesson plans based on school’s curriculum
- Create interactive lessons that cater to variety of learning styles
- Organize and participate in social and cultural events such as sporting events, school parties, dinners, and outings
- Used multimedia and technology to communicate information in new and interesting ways
- Give constructive feedback
- Assist in creation of educational programs and materials for other teachers
- Kept detailed notes on progress and worked to identify and correct issues using data.
- Devise incentives to encourage students to stay in class.
- Accomplished multiple tasks within established timeframes.

Customer Service Support Agent, 07/2010 to 08/2014

Petlab Co. – Remote, OR

- Provided quick, friendly, and knowledgeable service for routine questions and service complaints
- Handled more than 100 customer email and phone interactions, resulting in increased customer satisfaction each day
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Increased customer satisfaction ratings by providing valuable insights into customers’ needs and expectations
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.

Teller, 07/2007 to 09/2009

Frost – Duncanville, TX

- Cash checks and disburse funds after ensuring that signatures are correct, that written and numerical amounts are consistent, and that accounts are adequately funded
- Served needs of more than 100 customers in busy fast paced environment
- Educated customers about new services and products
- Volunteered for extra shifts to help with staffing shortages during holidays and other busy times
- Coordinated daily cash reconciliation in high-volume location
- Completed highly accurate, high-volume money counts using both manual and machine-driven methods
- Record transactions and issue computer-generated receipts by entering customers’ transactions into computers
- Helped customers with wide range of financial transactions
- Followed all procedures involving financial and customer information to avoid possible data breaches and misuse
- Recognized needs and referred to appropriate representative or line of business for cross-sell or service opportunities.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Maintained friendly and professional customer interactions.
- Provided high level of customer service through friendly approach, strong professionalism, and timely assistance with customer transactions
- Processed customer transactions promptly, minimizing wait times.