**BELINDA A. CRICHLOW**

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###### **SUMMARY**

A team-player who is a detail-oriented and a creative problem solver. I have a wealth of experience and knowledge from diverse work experiences in education, healthcare, and finance, which highlight my leadership, communication, and critical thinking skills.

**SKILLS**

* **Web Dev:** WordPress, HTML, CSS, JavaScript, Bootstrap, Git, GitHub, SCRUM
* **Graphic Design:** Photoshop, Illustrator, AdobeXD
* **Publishing:** Amazon KDP, Adobe Acrobat DC, InDesign
* **Remote:** Zoom, Slack, Asana, Trello, OneDrive, Dropbox, Google Drive
* **Productivity:** MS Office, Google Docs, Apple Suite
* **Platforms:** Windows, Mac

**EXPERIENCE & TRAINING**

#### **Tutor/Instructor (Hybrid) Medgar Evers College, Brooklyn, NY 6 /18 – Present**

* Advance student’s understanding of MS Office, HTML, CSS, and JavaScript
* Teach strategies to improve academic performance and studying and test taking skills
* Assist students with homework, projects, test preparation, papers, research, and other academic tasks
* Established and taught the first PowerPoint course in the MEC Adult and Continuation Education Program
* Troubleshoot tech issues and escalate to IT department when necessary

**Jr. Web Developer Trainee (Remote) Generation USA, Washington, DC 6/22 – 10/22**

* Participated in 21wks/350+ hours training learning how web development works
* Learned problem-solving and behavioral skills and mindsets needed to be successful as a web developer
* Upskilled in SCRUM, Git, GitHub, HTML, CSS, Bootstrap, and JavaScript
* Obtained JavaScript Certification

#### **Teacher/Tech Support (Hybrid) St. Mark’s Day School, Brooklyn, NY** **9 /19 - 8/21**

* Taught HTML, CSS, Office 365, Graphic Design, and Earth Science to grades 4 through 8
* Led skills training to prepare teachers for virtual teaching during the pandemic
* Recommended technology upgrades to facilitate hybrid teaching and enhance classroom learning
* Cultivated engaging learning environments which increased participation and improved grades by 60%
* Re-built school’s website which increased site visits by 80%
* Oversaw all aspects of the computer lab including layout, software installation, and accounts management
* Managed on-site tech support

**Web Developer (Remote) HabitatPro, Lima, Peru 6/14-9/17**

* Developed organization’s website using HTML, CSS, Bootstrap, and WordPress
* Modified graphics for Web usage

**Product Manager Econgaline.com, Brooklyn, NY 03 /13 – 9/15**

* Tested software, provided feedback on bugs, and resolutions for UX issues
* Managed all admin details, researched funding sources, and completed competitive analyses
* Created software documentation
* Developed and maintained product website
* Crafted pitches for combinators and funders

**Office Manager NYU Hospital, New York, NY 07 /07 – 05 /12**

* Supervised full-time/part-time/per diem staff, provided training, and prepared performance evaluations
* Restructured workflow which reduced errors by 70% and significantly improved patient scheduling
* Enhanced scheduling for patients and clinical staff, integrating each patient's needs for optimum results
* Coordinated subspecialty physician fellowship program, including recruitment, credentialing, compliance, and scheduling

**Operations Manager/Business Analyst JPMorganChase, Brooklyn, NY 03/01 - 07/07**

* Managed daily operations for processing of over $10M Lockbox accounts and over 35+ staff
* Boosted staff morale with a monthly Productivity Award that improved productivity by 70%
* Developed Action Plan which increased timeliness of deliverables and improved quality by over 30%
* Created procedures for Daily Mail Processing which achieved a passing grade on the internal audit
* Conducted new-hire training, coached and developed staff, and prepared performance evaluations
* Partnered with the Security Department to train managerial staff in departmental access procedures
* Pioneered and delivered departmental competency-based training in MS Word, Excel, and PowerPoint
* Initiated and facilitated forums to get feedback on departmental problems and devise solutions
* Mediated staff conflicts, advised staff on HR policies and benefits, and mentored peers
* Liaised with IT department for office tech support

**EDUCATION**

**AAS Internet & Digital Media Design Expected** - 06/23

Eastern Gateway Community College Steuben, Ohio

**Masters of Management in Human Resources Management** **Completed** - 07/06

University of Phoenix Phoenix, AZ

**BS Environmental Science Completed -** 08/00

Medgar Evers College, CUNY Brooklyn, NY

**CERTIFICATIONS**

**JavaScript Certification Completed -** 10/22W3Schools W3Schools.com

**Managing Operations** **Completed -** 03/06

Advanced Management Systems Boston, MA