**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 information technology, education, healthcare, and finance, which highlight my leadership, communication, innovative, and critical thinking skills.

**SKILLS**

* **Teaching:** Course Development, Lesson Planning, Classroom Management, Student Engagement
* **Web Development:** HTML, CSS, Bootstrap, JavaScript, WordPress, GitHub
* **Graphic Design:** Photoshop, Illustrator, Adobe Express, Canva
* **Publishing:** Adobe InDesign, Amazon KDP, Adobe Acrobat DC
* **Productivity:** MS Office, Google Suite, Apple Suite (Mac, iOS, Windows, Android), EAB Navigate
* **Management:** Supervisory, Workflow Management, Training & Dev, Performance Management
* **Remote:** Zoom, Teams, Slack, Asana, Trello, OneDrive, Dropbox, Google Drive

**EXPERIENCE**

#### **EAB Analyst/Tutor/Instructor Medgar Evers College, Brooklyn, NY 6 /18 – Present**

* Currently developing a marketing plan to promote all available tutoring resources to the college community
* Collect EAB Navigate data to analyze tutoring appointments, students’ performance and progress, etc.
* Manage Early Alerts to send targeted tutoring campaigns and other outreach services to students
* Create promotional materials, ACESS outreach campaigns, and all other graphic design
* Tutored students in the key concepts of HTML, CSS, Computer Graphics, Java, Python, and C++
* Helped students navigate Blackboard, Brightspace and EAB Navigate
* Troubleshoot all tech issues and escalated to the relevant department when necessary
* Provided recommendations for software, computer updates, and upgrades
* Established and taught the first PowerPoint course in the MEC Adult and Continuation Education Program

**Summer Journey Teacher Catapult Learning, New York, NY 7/23-8/24**

* Taught students in grades 3 and 4
* Improved students Achieve Math and ELA combined grades by 75%
* Engaged students and increased classroom participation and program enthusiasm
* Developed and maintained individualized skill-appropriate lesson plan

**Web Designer (Remote) WineGlass Marketing, Napa, CA 1/23-3/23**

* Designed, built, and customized client websites in WordPress and WineDirect
* Performed code reviews and provided feedback to fellow developers.
* Communicated with senior team members and other team members to receive feedback

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

* Taught HTML, CSS, MS Office 365, Computer Graphics, and Earth Science to grades 4 through 8
* Cultivated engaging learning environments which increased participation and improved grades by 60%
* Recommended technology upgrades to facilitate hybrid teaching and enhance classroom learning
* Led skills training to prepare teachers for virtual and hybrid teaching during the COVID 19 pandemic
* 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
* Provided on-site tech support

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

* Developed and maintained organization’s website (Bootstrap, WordPress)
* Modified graphics for Web use

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

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

**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 office workflow which reduced errors by 70% and significantly improved patient scheduling
* Coordinated subspecialty physician fellowship program, credentialing, compliance, and scheduling

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

* Pioneered and delivered departmental competency-based training in MS Word, Excel, and PowerPoint
* 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
* Initiated and facilitated forums to get feedback on departmental concerns and issues 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 & CERTIFICATIONS**

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

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

University of Phoenix Phoenix, AZ

**BS Environmental Science/Minor in Computer Science Completed -** 08/00

Medgar Evers College, CUNY Brooklyn, NY

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

Advanced Management Systems Boston, MA