

Crystal Keslin

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Objective ESL Teacher / Trainer

Experience 2018-2019 Lubbock ISD Lubbock, TX

Substitute Teacher (All Grades)

2004-2017 (Retired) AT&T Lubbock, TX

Senior General Clerk

- Work with 90+ employees on payroll, vacation and FMLA issues.
- Design and update Excel spreadsheets.
- Resolve employee issues on a daily basis.

2000-2004 SBC Communications Lubbock, TX

OMBUDSMAN

- I was a Liaison between 47 Alternate ISPs and SBC Communications.
- Handled customer complaints, billing and DSL issues.
- Helped to design and implement the ordering process for the ISPs.
- Trained the ISPs and SBC Account Managers on how to use the DSL ordering tools.
- Handled RLAN sales, installation and billing for 11 states.

1999-2000 SBC Communications Lubbock, TX

Customer Service Representative

- Handled customer DSL sales, service and billing for 5 states.
- Exceeded sales objectives every month.
- Became a Head Service Representative.

1993-1999 SW Bell Telephone Lubbock, TX

Sales Representative

- Customer Service Representative for Residential customers.
- Exceeded sales objectives every month.

Education 2019 – Present Lubbock Coding Academy Lubbock, TX

- Learning how to be a 'front-end' / 'back-end' developer
- We have covered HTML, CSS, JavaScript, SQLite, C#, .Net Framework and .Net Core.

2002-2005 Wayland Baptist University Lubbock, TX

- Bachelor of Science in Occupational Education w/ Business Admin
- Graduated *magna cum laude*.

Interests Gardening, carpentry, sewing, ancestry, a member of the Daughters of the American Revolution and fostering children. We have had 19 children in our home over the past 10 years.

Tips I am very organized, detail and goal oriented, my motto is "work smarter not harder". I love a challenge. Spreadsheets, understanding data and figuring out ways to be more efficient is MY THING...

