

Crystal L. McCorkle

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Education:

Bachelor of General Studies | 2011 | Columbia College

- GPA: 3.73

Work Experience:

Technical Support Operations Specialist, 2019-2020 | Aware3 | Kansas City, MO

- Assisting with the build and submission process surrounding iOS and Android apps to get customer apps built as quickly as possible
- Keeping customer certifications up-to-date
- Troubleshooting, repairing, and deploying Apple and Google Play apps
- Serving as liaison between Engineering and CS by assisting with documenting steps in troubleshooting and communicating releases in JIRA
- Accurately recording all work and communicating with rest of CS Team through Zendesk, Salesforce, and Confluence
- Bringing trends in customer needs to CS and engineering teams' attention
- Communicating with customers through Zendesk tickets and phone calls in Salesloft

Server, 2014-2020 | Conrad's Restaurant & Alehouse | Liberty, MO

- Provided optimal customer service to all patrons
- Established relationships with customers
- Trained other employees
- Maintained a positive attitude in high stress situations
- Motivated self starter, detail oriented, and efficient

Instructional Assistant, 2018-2019 | North Kansas City School District | Kansas City, MO

- Worked in a self-contained Autism classroom
- Worked with students during whole class instruction, in small groups, and one on one
- Assessed and took data on students to insure that they were on target to meet their IEP goals
- Communicated and collaborated with teachers and other staff members to discuss student achievements and competencies

Special Education Paraprofessional, 2017-2018 | Kearney School District | Kearney, MO

- Adapted classroom activities to meet the needs of students
- Worked with students during whole class instruction, in small groups, and one on one
- Assessed and took data on students to insure that they were on target to meet their IEP goals
- Communicated and collaborated with teachers and other staff members to discuss student achievements and competencies

Mutual Fund Representative, 2014-2017 | DST Systems | Kansas City, MO

- Evaluated verified, and processed service request from shareholders, third party entities, institutions, broker dealer operations, and client fund/stock groups
- Worked in a team environment
- Used problem solving skills and flexibility to adapt to frequent industry changes and rules

- Used data entry and organizational skills

Dance Studio Co-Owner, 2013-2014 | Shari and Crystal's Dance Academy | Liberty, MO

- Taught dance (tap, ballet, and jazz) to students ages three through adult
- Actively recruited, marketed, and advertised to increase student enrollment
- Responsible for dance performances, including theme design, securing a venue, promoting the program, and managing the production from start to finish

Special Education Paraprofessional, 2013-2014 | Liberty Public Schools | Liberty, MO

- Adapted classroom activities to meet the needs of students
- Worked with students during whole class instruction, in small groups, as well as one on one
- Assessed students to insure they were on target to meet their IEP goals
- Responsible for detailed record keeping, data entry, and other clerical duties

Substitute Teacher, 2012-2013 | Liberty Public Schools | Liberty, MO

- Provided leadership and taught lesson plans in the absence of the classroom teacher
- Managed classrooms to insure an ideal learning environment for all students
- Communicated with teachers and other building personnel
- Ability to adapt to new situations and environments quickly

Server, 2007-2014 | The Dish | Liberty, MO

- Provided optimal customer service to all patrons
- Established relationships with customers
- Trained other employees
- Maintained a positive attitude in high stress situations
- Motivated self starter, detail oriented, and efficient

Volunteer Experience:

Lead to Read, 2016-2017

Certification:

Elementary Education, 1-6, Initial Professional Certification