

Shara Crosslin

Phone: (702) 530-5577

Email: sharacrosslin@gmail.com

Experience

Cross Coders LV

A web development agency based in Las Vegas, NV

Web Developer

December 2020 - present

- Building custom websites using HTML, CSS, and JavaScript
- Helping customers find the best digital solutions for their business
- Website maintenance

Monzo Bank

5 year old app-based bank with 4 million customers, 1400 employees and backed by investors including YCombinator, Stripe and Mike Mortiz.

Customer Operations Representative

March 2020 - June 2020

- Working from home to provide excellent customer support in a chat platform
- Using investigation and communication skills to solve complex problems
- Proactively spotting patterns in the frustrations or hopes of our customers to increase their happiness
- Identifying and supporting vulnerable customers

Clark County School District

CCSD is the fifth largest school district in the United States, serving the Las Vegas Valley. I taught at Mojave High School from 2013-2018 and Garside Junior High from 2018-2019.

Social Studies Teacher

August 2013 - December 2019

- Building relationships with students and their families
- Creating rigorous and engaging lessons
- Recording and analyzing data to improve outcomes
- Collaborating with peers and external organizations
- Using Microsoft Office, Google Suite, and other digital resources
- Advising club meetings, scheduling and supervising extracurricular activities

XPB Marketing

An advertising and marketing industry that piloted a timeshare marketing initiative in Las Vegas in 2011 (it has been discontinued since 2013)

Route Representative

August 2011 - May 2013

- Recruiting new business to participate in our program
- Installing promotional stands in cooperating businesses
- Collecting and recording entry forms

College of Southern Nevada

The largest community college in Southern Nevada, offering dozens of degrees and course offerings since 1971. I served in an elected paid position while attending CSN as a student.

Student Government Senator

September 2010 - May 2011

- Planning, organizing, promoting, and running campus events
- Communicating with students, clubs and faculty to improve campus life
- Collaborating with outside organizations to provide events and resources to students

Sitel

A third-party call center that handles campaigns for many major companies. I worked on campaigns for Verizon Wireless and DirecTV.

Customer Care Agent

June 2008 - August 2010

- Providing excellent customer service in a call center setting
- Engaging in complex problem solving to increase customer happiness
- Answering inbound calls and handling a multi-line telephone
- Handling personal and small business accounts

Education

Class of 2013

University Las Vegas, Nevada

Bachelor of Science: Secondary Education

Dean's Honor List

Class of 2011

College of Southern Nevada

Associates of Science: Secondary Education

High Honors

Professional references available upon request.