

# Shara Crosslin

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## Professional experience:

### Cross Coders LV

*A freelance web development agency based in Las Vegas, NV*

#### Freelance 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
- Configuring efficient transportation routes for form pickups

**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

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**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

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**Professional references available upon request.**