

Contact Information

Email

krystaldpoole@gmail.com

Address

512 North Oak
Campbell, MO 63933

Phone

8706560047

Skills

- Training and professional development (60 hours per year)
- Member of the Professional Leadership Committee 2017-2018
- Conflict Resolution
- Quick Learner
- Classroom management is one of my strong suits
- I excel under pressure and deadlines
- Look-up, bill, correct medical and vision insurance claims.
- Dedicated and passionate
- I was a part of an Exchange program with Germany in 2005. I feel this experience allow me to bring different perspectives and strategies into my teaching career
- Caught SEMO Vision Care up to make all AR reports current financially.

Krystal Joyce



I'm Krystal Joyce—an educator turned learning technologist with a counseling background and frontline support experience. I specialize in making learning approachable and inclusive through strong classroom management, accessibility-first design, and effective use of technology. I partner well across teams, adapt quickly, and translate complex ideas for diverse audiences. As I complete my M.S. in Learning Technologies & Design, my focus is building learning that is clear, human-centered, and results-driven.

Experience

Miracle Kids Success Academy Inc.
Jonesboro, AR
October-2010
June-2012

● Early Childhood Specialist

I was responsible for teaching a classroom of ten special needs students all three to four years in age. Their abilities and disabilities ranged and varied due to their diagnosis-es.

Clarkton C-4 Schools
Clarkton, MO
July-2012
May-2017

● Elementary Teacher

I taught 1st grade for one year and Kindergarten for four years after that. I was also a Wellness Champion on the Wellness Committee through a federal grant.

Delta C-7 Schools
Deering, MO
August-2017
May 2018

● Elementary Teacher

I taught all subjects in 6th grade.

SEMO Vision Care
August-2018
April- 2019

● Billing Coordinator

I reviewed, billed, and remitted payments for all insurances along with Receptionist duties. (Medical & Vision)

FCC Behavioral Health
March-2019
February 2023

● Adolescent Residential Counselor/Manager

Provided individual and group substance-use counseling for adolescents in residential care, developed and tracked treatment plans, facilitated family sessions, and documented progress in accordance with state guidelines.

Sightview Software
March-2023
Current

● L1 Support Specialist

Provide first-line technical support for SightView's software platform—intake and triage user tickets, troubleshoot and resolve common application/account issues, document fixes, and escalate complex cases to Tier 2/Engineering as needed.

Education

**Arkansas State
University**
Jonesboro, AR
2010

● **Bachelor of Science-ECH**

Dean's List two years in a row. GPA of 3.547

University of Missouri
Columbia, MO
2027

● **M.S., Learning Technologies & Design (*In Progress; Expected 2027*)**

- Focus: Accessibility-first design, instructional media, learning analytics, UX for learning
- Tools: HTML/CSS, Canvas, H5P, Google Workspace, basic GitHub Pages
- Projects: Web-based portfolio, reflections site, mixed-methods research summary page