

CRYSTA COUNTS

EMAIL: CRYSTA.COUNTS@YAHOO.COM

OVERVIEW

Hard-working, detail-oriented student with strong technical skills and the ability to learn concepts quickly. Looking to apply my education and experience to a job to help pay for additional schooling.

SUMMARY OF SKILLS

- Multitasking
- Computer proficient
- Excel in Microsoft Office (Word, PowerPoint, Excel)
- Extremely organized
- Attention to detail
- Graphic and web design experience
- Problem solving
- Cooperative team member
- Strong verbal communication
- Quick learner

WORK EXPERIENCE

IRON GUARD STORAGE- Call Center Sales Associate

November 2016-Present

925 N. Fairgrounds Rd. Goldendale, WA 98620 · Phone: (509) 773-4500

- Receive incoming calls from potential and current customers.
- Make outgoing calls to interested customers/
- Provide answers, information on facility, make sales.
- Remain updated on statistics to continue improving.

THUNDER VALLEY CASINO RESORT- Status Board Operator

February 2016- May 2016

1200 Athens Ave, Lincoln, Ca 95648, · Phone: (916)-408-7777

Supervisor: Jeffrey Morris

- Answering multiple phone calls while communicating with staff via radio and using the computer.
- Utilizing computer programs such as Opera and HotSos.
- Communicating with staff the statuses of rooms-telling front desk what rooms are ready to be checked out and housekeeping what rooms need to be cleaned.

WALMART SUPERCENTER- Cashier/Customer Support

July 2015 – November 2015

1150 Harter Pkwy. Yuba City, CA 95993 · Phone: (530) 751-0130

Supervisor: Debb Tille

Cashier:

- Handling transactions by ringing up and bagging merchandise for costumers. Receiving payments, issuing refunds/exchanges and change due to customers.
- Assist customers by providing information and resolving their complaints.

Customer Service:

- Assist customers with returning and exchanging merchandise.
- Discussing and solving customer complaints.
- Sorting returns into their departments to be returned to their shelves or taken to claims.

GOLDENDALE HOLCOMB'S MARKET- Grocery Cashier/Clerk

October 2014 - June 2015

320 S Columbus Ave. Goldendale, WA 98620 Phone: (509) 773-4958

Supervisor: Dotty Lobb (541-490-2109)

- Handling transactions by ringing up and bagging merchandise for costumers. Receiving payments, issuing refunds/exchanges and change due to customers.
- Assist customers by providing information and resolving their complaints.
- Stock shelves, and mark prices on shelves and items.

WASHINGTON DEPARTMENT OF NATURAL RESOURCES- Level 1 Wild land Firefighter

June - September 2013

900 N Fairgrounds Rd. Goldendale, WA 98620. Phone: (509) 773-5588

Supervisor: Chad James

- Extinguish flames and embers to suppress fires, using shovels, engine, hand-driven water or chemical pumps.
- Fell trees, cut and clear brush, and dig trenches to create fire lines, using axes, chainsaws or shovels.
- Patrol burned areas after fires to locate and eliminate hot spots that may restart fires.
- Collaborate with other firefighters as a member of a firefighting crew.
- Perform forest maintenance and improvement tasks such as cutting brush.

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY- ONLINE BA IN GRAPHIC DESIGN

July. 2017- Present

BA in Graphic Design, 2019

- Cumulative GPA of 4.0.
- Presidents list.
- Several classes building graphic and web design skills.

COLUMBIA GORGE COMMUNITY COLLEGE- THE DALLES, OR.

Sept. 2014- August 2016

Associates of Arts General Studies, June 2016

Associates of Arts Oregon Transfer August 2016

- Cumulative GPA of 4.0.
- Dean's list every quarter I've attended (7)
- Invited into Phi Theta Kappa Honors Society

CENTRAL WASHINGTON UNIVERSITY- ELLENSBURG, WA.

Sept. 2013-June 2014

- Cumulative GPA of 3.9.
- Dean's list for fall winter and spring quarters.
- Member of the honors program.

GOLDENDALE HIGH SCHOOL- GOLDENDALE, WA.

Sept. 2009- June 2013

High School Diploma, June 2013

- Graduated 6th in my class with a cumulative GPA of 3.8.
- Member of National Honor Society for 3 years.
- 4 year academic letter winner at GHS (maintain above 3.5 GPA and no disciplinary issues.)
- 4 year athletic varsity letter winner for volleyball, basketball, and softball.
- Spalding Award senior year (one senior male and female is awarded based on their athletic achievements.)