

# CRYSTA COUNTS

Cell: 509.250.3863

Email: [crysta.counts@yahoo.com](mailto:crysta.counts@yahoo.com)

Website: <http://www.geocities.ws/crystacounts/website/home.html>

## SKILLS

- **Adobe/ Creative Cloud**  
(Acrobat, Photoshop, Illustrator, InDesign, etc.)
- **Microsoft Office**  
(Excel, Publisher, Word, PowerPoint, Outlook)
- **Technologically efficient**
- **Leadership**
- **Time management**
- **Attention to detail**
- **Multitasking**
- **Customer service**
- **Organization**
- **Communication**

## REFERENCES

### Jeff Fields

Teacher/Coach

509.250.0209

### Dave Ross

Employer

509.250.2703

### Kristin Cameron

K-8 Principal/Family friend

509.773.4051

## EDUCATION

### Southern New Hampshire University

June 2017 - March 2019

**Bachelor's in Graphic Design:** March 2019

*Achievements: 3.9 GPA; Dean's List*

### Columbia Gorge Community College

Sept. 2014 - Aug. 2016

**Associates of Arts in General Studies:** June 2016

**Associates of Arts in Oregon Transfer:** August 2016

*Achievements: 4.0 GPA; Honors; Dean's List*

### Central Washington University

Sept. 2013 - June 2014

**General Studies**

*Achievements: 3.9 GPA; Honors; Dean's List*

## PROFESSIONAL EXPERIENCE

### Iron Guard Storage - Sales Specialist

Nov. 2016 - Present

40 hr/week at \$15.30/hr

*I am responsible for providing quality customer service. Our company serves 31 locations. I answer 50-100 calls per day. I determine customer needs; solve problems; and provide information. I am responsible for creating site maps for marketing using Microsoft Publisher. This requires researching facilities and providing surrounding attractions and other information to customers. Additionally, I assist my manager with other administrative duties as directed, such as filing, and organizing data.*

### Thunder Valley Resort- Status Board Operator

Feb. 2016 - May 2016

40 hr/week at \$12/hr

*I created daily schedules for room service. Coordinated with employees via phone and radio when a room needs service; becomes vacant, ready to be cleaned/maintained, or needed a specific service (ie. Towels). Used telephone, computer, and radio simultaneously. Used software specific to the resort in order to streamline room requests. Maintained clear, concise communication with co-workers.*

### Walmart Supercenter- Cashier/ Customer Service

July 2015 - Nov. 2015

30-40 hr/week at \$11/hr

*Responsible as a cashier to take payments in forms of cash, checks, credit/debit, EBT, gift cards, and WIC. I was responsible for keeping a balanced till. Also worked in customer service where I resolved customer issues and complaints, handled exchanges and returns, and organized and stocked shelves.*

