**[Customer Service Representative](https://www.postjobfree.com/resume/adziwu/customer-service-butler-pa)**

**Location:**Butler, PA

**Posted:**September 06, 2023

**Contact Info:**

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**Resume:**

Skills

Curriculum Development:

Created curriculum for all classes taught following state standards/Common Core as the only guiding factor

Developed and supplemented with materials suited to the assessed needs of the students

Reached out to several textbook companies for samples and chose the literature books for the English 7 and 8 classes

Adjusted reading materials, supplementary materials, assignments, and assessments in reading and writing

Created technology-based presentation materials for students on skill focus topics

Technology:

Microsoft Office products – Word, PowerPoint, Excel

Apple - Keynote and Pages

Prezi

ActivInspire – For classroom activiboard

Google Docs

Camtasia

Blackboard

Photoshop

Writing:

Instructed writing in classroom setting grades 6-12 by modeling each type:

Academic Writing

Research papers using MLA and APA references

Biography and Autobiography

Resumes

Cover Letters

Short Stories

Poetry

Positions Held

Sept 2021- June 2022, Online Instructor

Nexus

Feb 2021-May 2021, Customer Service Representative

Mapfre Insurance, Webster, Massachusetts

Jan. 2020- Jan. 2021, New Client Education Specialist,

TASC (Total Administrative Services Corporation), Madison, Wisconsin

Sept. 2007- June 2018, Classroom Teacher - English 11 and 8, English 7 and 8

Jasper-Troupsburg Central School, Jasper, NY 14885

2005– 2007, Classroom Teacher - English 12, English 10 and Yearbook

Allegany-Limestone Central School, Allegany, NY 14706

Education

Master of Science, 2006-2009, State University of New York at Albany

Major: Curriculum Development and Instructional Technology

Bachelor of Arts, 2001-2003, State University of New York at Fredonia

Major: English Education 7-12