

# Craig Charleston Crossley

**Email:** craigccrossley@gmail.com

**Phone:** 843-452-6646

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## EDUCATION

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**University of South Carolina** - Columbia, South Carolina  
Bachelor of Fine Arts - August 2012  
Graduated Cum Laude & Dean's List

**National Outdoor Leadership School (NOLS)** - New Zealand  
77 day course - Fall 2018  
Training in risk management, group leadership and technical skills

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## EXPERIENCE

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**University of California Berkeley-** Berkeley, CA February 2019 - Present  
Student Services Representative in the College of Natural Resources

- Provide first response for all in-person, email and phone contact with students, faculty, and the general public.
- Maintain and oversee the upkeep & organization of student petitions, college publications, and office materials.
- Oversee work-study and peer advising students and orchestrates projects and assignments based on advising office needs.

**Northwest Center at Amazon** - Seattle, WA July 2016-August 2018  
Transportation Program Assistant

- Fielded inquiries from Amazon employees relating to King County Metro VanPool, monthly parking, garage issues, and shuttle feedback and relaying them to the appropriate teams.
- Helped develop and expand the Amazon Ride program - a commuter shuttle providing employee exclusive transportation between various cities around the Seattle area and Amazon's corporate headquarters.
- Managed the daily distribution and tracking database for Amazon issued ORCA transportation cards.
- Actively participated in the new hire orientation events, transportation fairs, lobby information tabling, intern sessions, and various other Amazon sponsored events as requested.
- Lead commuter programs and transportation benefits presentation at Amazon New Hire and Intern Orientation events.
- Built content and created graphics for the new transportation benefits portal for Amazon corporate offices across America.
- Collaborated with colleagues on tracking, compiling, analyzing, and interpreting metrics related to 48,000+ employees.
- Reported data on a quarterly basis to various parties in preparation for the Quarterly Business Review.

**Northwest Center at Amazon** - Seattle, WA November 2015-July 2016  
Receptionist at Amazon Corporate Headquarters

- Practiced professional and customer-centric service to all visitors, employees, and contractors.
- Ensured all incoming phone calls are sent to the appropriate channel, requiring extensive knowledge of departments throughout the company.
- Provided support for Amazon events, interview loops, and employee badging issues.

**Rebuilding Together South Sound** - Tacoma, WA August 2014-August 2015  
AmeriCorps Year-Round Coordinator/Program Associate

- Expanded the capacity of a nonprofit that does free home repair for low income homeowners who are elderly, disabled, or have children.
- Managed volunteers, performed direct home repair, conducted homeowner outreach, built vital community partnerships, and maintained a large database of essential applicant data throughout the year..
- Answered calls and processed applications from hundreds of Pierce County homeowners.

**South Carolina Campus Compact AmeriCorps VISTA** - Spartanburg, SC August 2013-August 2014  
AmeriCorps VISTA at University of South Carolina Upstate

- Worked in the Office of Student Life to recruit students to volunteer at local schools and non-profits in the community.
- Tracked volunteer's schedules and service hours in Excel database.
- Acted as the staff adviser for the USC Upstate Community Garden and worked to double the capacity of the garden space.
- Created sustainable campus-community partnerships.
- Identified local poverty-related community needs and facilitated programs that impacted low-income populations.

**Federal Way Public Schools AmeriCorps** - Federal Way, WA August 2012-July 2013  
AmeriCorps member serving at Decatur High School

- Tutored and worked one on one with AVID students.
- Assisted teachers in their classrooms teaching algebra and geometry.
- Operated the daily After-school Study Program.
- Tracked the progress of dozens of students through the year's curriculum.

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## SKILLS

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**Language:** English, Spanish (Intermediate)

**Technology:** Microsoft Office Suite, HTML, JavaScript, Adobe Photoshop & Illustrator

**Interests:** Drawing, Painting, Gardening, Photography, Hiking, Sustainability

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## VOLUNTEER WORK

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**President's Lifetime Achievement Volunteer Service Award**-5,097 hours

- United Way of King County - 2019 MLK Day of Service
- Rebuilding Together South Sound Rebuilding Day 2017
- Rebuilding Together South Sound Rampathon 2014 & 2015
- Tacoma's Neighborhood Makeover Week 2013 & 2015
- MLK Day of Service 2015 with Rebuilding Together Acadiana
- Youth Rebuilding New Orleans - Alternative Spring Break 2014 Staff Advisor
- City of Spartanburg, SC - 2014 MLK Day of Service