

# TERESA CRAFTON

Aurora, IL 60504 ·

The community leadership experience I've obtained has assisted in the development of my strength in customer service and strategic planning.

## EXPERIENCE

2003 – CURRENT

**LEAD PRODUCT DISTRIBUTION ASSOCIATE**, HEARTLAND BLOOD CENTERS

Assist with workflow, troubleshoots operational problems, perform tours for visitors, students and new hires, provides excellent customer service to external and internal customers, cross-trained in component laboratory, maintain compliance and perform final audit of products, investigate and problem solve customer concerns. Ability to use critical thinking to solve problems quickly and effectively. Assists with training and supports staff with positivity and encouragement to promote a healthy organizational culture.

2001 – 2004

**FILE CLERK**, THOMPSON, LAMONT, FLAHERTY AND MASUR

Organized files, assisted paralegal with case files, translated meetings and depositions for Spanish speaking clients, bound depositions, prepared hospital billing summaries.

## EDUCATION

2006

**ASSOCIATES DEGREE (AS)**, WAUBONSEE COMMUNITY COLLEGE

Major: Business

2018

**BACHELORS DEGREE (BA)**, AURORA UNIVERSITY

Major: Business

Minor: Leadership Studies with a non-profit emphasis

Summa Cum Laude Honors

Starting MBA program January 2019

## PROFESSIONAL MEMBERSHIPS

- **OMICRON DELTA KAPPA NATIONAL LEADERSHIP HONOR SOCIETY MEMBER**
- **DELTA MU DELTA INTERNATIONAL HONOR SOCIETY IN BUSINESS MEMBER**
- **BUSINESS PROFESSIONALS OF AMERICA NATIONAL FINALIST, ALUMNI**

## COMMUNITY INVOLVEMENT

**President**, Indian Prairie Special Needs PTA for district 204: Create and manage yearly budget, fundraising coordination, revise and implemented bylaws, performed financial audits, design agendas, organize speaking engagements, conduct and lead monthly meetings for membership. Collaborate with community organizations and businesses to provide inclusive events for special needs families.

**Executive Board Member at Large**, Indian Prairie Parents Council for district 204: share information about issues affecting the education, health and welfare of children and youth in District 204. Promote engagement and volunteer at charitable initiatives such as the yearly coat drive, scholarship committee and Young Hearts for Life EKG screenings.

**Representative**, Parents Diversity Advisory Council: Promote awareness to equity projects in District 204, encourage inclusive opportunities for the special needs community.

**Special Needs Representative**, District 204's Portrait of a Graduate project: Worked with a team to identify and prioritize the competencies desired in all students by the time they graduate to enhance their chances of success now and in the future.

**Head Coordinating Chair for District 204 Special Needs Resource Fair**: Created vendor correspondence, coordinated donations, directed volunteer teams and promoted event to the community via email blasts, social media, flyers and local TV station.

## LANGUAGES

- English
- Spanish