

SHYINA CRAYTON

PROFILE

Highly innovative, resourceful, dedicated and result-driven Professional with years of valuable multifaceted experience; Armed with key skills and expertise that includes; customer service, performance evaluation, legal research and quality control. A hands-on professional seasoned with the ability to build productive client relationships and resolve complex issues to win customer loyalty. Adept at collaborating with a diverse range of legal personnel including associates, partners and legal secretaries. Dynamic creative individual with the ability to envision the genesis of a creative idea and manage conceptual projects successfully from beginning to end. Firmly committed to ensuring that organizational standards are consistently maintained at all times in accordance with agreed procedures and policies. A Quick learner with an ability to rapidly assimilate job requirements and aggressively employ new ideas,

CORE COMPETENCIES

- Ability to work independently and a strong team player.
- Ability to work in a fast-paced environment and meet tight deadlines.
- Proven ability to accurately collect and organize administrative documents.
- Possess artistic vision with strong business acumen and in-depth knowledge story-telling
- Excellent written, verbal communication, interpersonal, leadership and managerial skills.
- Strong motivator with effective and excellent planning, organizational, and the ability to lead, reach consensus, establish goals, and attain results.

PROFESSIONAL EXPERIENCE

Chiyoko Productions

Writer/Executive Producer

Jan. 2018 - Present

CONNEXION POINT/ANTHEM BCBS


Quality Analyst

Responsibilities:

- Developed and executed test plans to ensure that all objectives are met.
- Implemented and monitored test scripts to assess functionality and reliability, performance and quality of the service or product.
- Recommended, implemented and monitored preventive and corrective actions to ensure quality assurance standards are achieved.
- Drafted quality assurance policies and procedures.
- Investigated customers complaints and product/service issues
- Assist clients by servicing brokerage accounts and providing clients with helpful and beneficial information.
- Help clients navigate the website and promptly address a wide range of concerns as the front-line problem solver.
- Build sustainable relationships and trust with client's accounts through open and interactive communication.
- Handle client's complaint, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Identify and assess clients' needs to achieve satisfaction.

Aug. 2019 – Jan, 2020

CONTACT

 (801) 440-2831

 shyincrayton@gmail.com

PERSONAL/MANAGEMENT SKILLS

Problem Solving
Coordination
Communication
Attention to details
Client Relation
Customer Service
Online Research
Legal Research
Court Etiquette
Reporting
Planning
Excellent Organization
Time Management
Project Management
Proofreading
Quality Control
Strategic Leadership
Team Management
Record Management
Content Review

ACCOMPLISHMENTS

Award Winner Best New Writer – Hollywood
Dreamz Writing Competition **2019**
Nominated Best Word – Script Summit **2019**
Action on Film Festival – MegaFest **2018**
Award Winner for Best Short Script under
Sci-Fi/Fantasy **2018**
Official Selection for Best Short Script and
Finalist – Script Summit **2018**
Received Promotion within six months of
employment
Awarded the Employee of the month within
three months of employment

VIA BENEFITS – Legal Department

Sep, 2016 – Aug 2018

Analyst

Responsibilities:

- Performed remote monitoring of work and feedback based on observations, and provided one-on- one training by working side by side with staff.
- Partnered with management to develop / implement quality initiatives
- Worked on special projects to target specific behaviors and provide instant feedback on performance improvement.
- Conducted performance evaluation of employees to identify achievers and non-achievers.
- Prepared and presented reports that reflect audits result and process.

VOLUNTEER EXPERIENCE

Volunteered to film and photograph Salty Cricket Composers Collective

Project Coordinator- AmeriCorps Member of Senior Charity Care Foundation

Sundance Film Festival – Rose Wagner Center (2015)

TECHNICAL SKILLS

Proficient in the use of Microsoft Office Suite [**MS Word, Excel, PowerPoint**]

Public Relations

Film Production Software Suites

Strong knowledge of lighting, audio, multi-camera shoots and video effects aspects of media production

EDUCATION

Online Masterclasses

Masterclass.com

2018-2021

Master of Fine Art in Creative Writing

Full Sail University.

2016 - 2018

Bachelor of Science in Filmmaking and Film Production

The Art Institute of Salt Lake City

2013 - 2016

Associate of Science in Paralegal Studies

Mountain West College.

2002 - 2004