

# CRYSTAL N. SIDLEY

6690 County Road 219 Bellevue, OH 44811

(C) 419-707-7922

(E) crystalsidley@gmail.com

## Objective

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Seeking a career in the field of forensic accounting. As a motivated student and working professional with attention to detail, I will be able to apply my superior bookkeeping and analytical skills to OJT.

## Professional Experience

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**Stericycle – Remote** 09/2017 – Present  
**Preferred Services Scheduler**

**Stericycle** 07/2013 – 09/2017  
**Contracted Preferred Services Scheduler**

Professional profit-based scheduler for six OSHA/HIPAA Healthcare Compliance Educators with books of business that total more than 2,000 accounts. Contact customer to schedule on-site compliance trainings.

- Work closely with assigned educators to meet set goals
- Determine logistics of travel between appointments
- Schedule customer before their annual required due date
- Schedule success rate of 75%
- Confirm appointments
- Resolve / escalate customer issues to management
- Remain current with Einstein LMS courses
- Train/mentor newly hired Preferred Service Schedulers
- Prepare weekly invoices for educators (contractor)

**West Corp – Niles, OH** 10/2005-07/2013  
**Customer Service/Commitment Team/FT**

Full-time customer service representative for ATT customers, promoted to the ATT Commitment Team. Acted as temporary Team Leader, as needed.

- Receive incoming customer service and technical support calls from ATT customers
- Handle outgoing call back requests for customer service and technical needs
- Use ATT software system to assign work to coworkers while acting as Team Leader
- Provide call center floor support
- Resolve escalated customer issues requiring a higher-level of support

## Education

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**Southern New Hampshire University – Online** 8/2021-Present  
**BS Accounting w/conc in Forensic Acct/Fraud Exam ++ (BS, ACC, FAC)**

**Trumbull Business College – Warren, OH** 2006-2008  
**Accounting A.A.S**  
**Business and Office Administration A.A.S**

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## Affiliations

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### Elementary Boosters Treasurer

10/2021- Present

- Vote and write approved checks for school requests/teacher reimbursements
- Keep ledger of fund debits/credits
- Present/discuss ledger at Booster meetings
- Meet with school accountant to prepare taxes

### Girl Scout Troop Leader

2016-2018

- Encourage girls to develop strong self-confidence and leadership skills
- Help troops prepare for annual Fall Product and Girl Scout cookie sales
- Secure parent involvement and participation in activities
- Hold bi-weekly meetings/outings
- Maintain thorough records of girl attendance, badge work and troop money

## Skills

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- Professional approach
  - Written and verbal communication
  - Attention to detail
  - Travel logistics
  - Award-winning level of customer service
  - Professional profit-based scheduling
  - Training new hires/mentorship
  - B2C and B2B experience
  - Critical thinker and problem solver
  - Accounting
  - MS Office Suite
  - Salesforce
  - Chrome and Windows OS
  - People management skills
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- References upon request.