

Crystal Muas

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Skills

- Assistant Lead, MERS signer, Ten Key, Raisers Edge, Microsoft Word, Excel, PowerPoint, and Outlook, Adobe Photoshop, Leadership
- Critically analyze and interpret information, effectively communicate orally and in writing, conduct research, solve problems, work independently to develop and idea, thesis and to analyze situations

Education

- Colorado State University – Fall 2006-Summer 2011
 - Bachelor's of Arts with a double major in International Studies and History
- Korea University – Fall 2010-Spring 2011

Work Experience

- Personal Care Taker
 - Kim Phi & Ruth Lo – February 2015
 - Provide entertainment by playing games and toys with the children, make sure the children are fed and diapers are changed, make sure naps are taken at scheduled times; educate the children with their numbers, alphabet, spelling and speech; clean, cook and organize household.
- Document Processor I
 - Urban Lending Solutions – October 2012 – November 2014
 - Processor: stuff and label mortgages, check and ship out borrower copies; process incoming FedEx, de-staple and scan in Fedex; de-staple and scan in mail; perform quality control on executed legal documents.
 - Research Analyst: Produce Certified Copies on Freddie Mac and GNMA report, create manifests for Certified Copy Freddie Mac and GNMA; print out mortgages and QC loans; ship out loans; email update master manifests; print out labels.
 - MERS Signer: Sign loan modification paperwork, manifest stack of loans, QC, execute and scan loans.
 - Assistant Lead: Direct teammates to areas that need immediate attention, distribute mortgage loans amongst teammates, answer research questions from research analyst team and recording department, and replenish supplies.
- Medical Assembler
 - Covidien – June 2012 – October 2012
 - Place wire into Automated Switch Blade Assembler, load wires into Automatic Pencil Maker, holster pencils, pack pencils into bags or bins, and inspect for any defects.
- Lab Monitor
 - Colorado State University Foreign Language Lab – August 2008-July 2010
 - Made lab reservations, recorded and tracked equipment and media, troubleshoot printers and computer issues, answer questions from teachers and students.

- Server
 - Gohan Time August 2007 – November 2008
 - Japanese Restaurant
 - Take customer's orders and bring them out. Calculate their total amount and bring out their bill. Clean the table and bring dishes to the kitchen and wash them. After store hours, close the register and conduct janitorial duties.
 - Pho Duy August 2006 – May 2007
 - Vietnamese Restaurant
 - Take customer's orders and set the table with vegetable, sauce, and silverware. Serve bowls of soup when ready to the customer. Calculate the total amount and bring out the bill. Collect cash or charge card then clean the table.
- Deli Clerk
 - Safeway May 2006 – December 2007
 - Open deli area by replacing and replenishing foods on display; cut meat and cheese for customers; made various sandwiches for customers from cold sandwiches to grilled sandwiches; closed deli area by cleaning the counters, mop the floors, put meats, cheese, sandwich condiments, and salads in the fridge and close the register.
- Barista
 - Safeway Starbucks Cart June 2006 – December 2007
 - Made various coffee types for customers; replaced and replenished baked goods, dairy drink, and coffee beans; cleaned station by washing all utensils and wiping the counters down and emptying the coffee espresso machine.

Volunteer Experience

- Public Relations and Marketing Officer
 - (HMAAC) January 2015 – Present
 - Gather information from donors, input logos and company name on website, conduct research and gather information, advertisements, etc.
- Stage Coordinator
 - Hmong American Association of Colorado New Year Committee September 2014 – November 2014
 - Create rubrics, regulations, and applications for contestants and performers; participate in committee meetings discussing how to organize the event, who to invite as special guests, manage committee funds and divide amongst areas that need assistance; discuss which areas need guards and how security should conduct their business; discuss what to put on the schedule and what times everyone performs; confirm which vendors will be selling food or merchandise.
- Special Events Assistant
 - Butterfly Pavilion – June 2012 – Present
 - Help cater to special events organized by The Butterfly Pavilion, help direct crowds to designated areas, control entrance and exits to the butterfly observatory, inspect customers for attached butterflies on personal clothing, entertain and assist children in activities, help set up and take down decorations, replenish foods and drinks.
- Administrative Assistant
 - Butterfly Pavilion – June 2012 – October 2012

- Use Raisers Edge to enter donations and donators' information; help complete fundraising projects such as mailing postcards to organizations and filing out Butterfly Pavilion entry tickets for fire victims in Colorado, and help set up for fundraising events and special occasions.
- Seamstress
 - A Midsummer Night's Dream Play – Fall 2009
 - Shakespeare's play of "A Midsummer Night's Dream" performed in Japanese with English subtitles; fitted and tailored costumes for the cast.
- Key Plus –Fall 2007- Spring 2009
 - An optional sophomore year program for students to develop strong leadership and career decision making skills through academic success, develop and demonstrate leadership skills through community service on and off campus and to understand differences in background, oexperience, and culture.
 - Developed strong leadership skills through volunteer work, group projects and intense group bonding exercises.
 - Explore different personalities and qualities
 - Team player: took initiative to complete the project.