

Kalynn Cross

Missouri City, TX 77489 • Crosskalynn135@gmail.com • (346) 526-1342

Education

Hasting High School
August 2010 - May 2014

Experience

Harris County Juvenile Probation Department

Youth Development Officer

March 2023 – Present

- Promoted and maintained a safe environment to promote healing while incorporating de-escalation and intervention tactics during crisis situations
- Provided safe redirection of aggressive or negative behavior
- Monitored and documented youth behavior and interventions to determine progress

IDEA Public Schools

Bus Driver/Cafeteria Monitor/Front Office Assistant

June 2021 - January 2023

- Picked up students and transported students to designated locations
- Checked students in to schools for attendance
- Assisted parents when issues occurred
- Monitored students during lunch time to ensure safety

Gateway Foundation Corrections

Correctional Officer

April 2021 - June 2021

- Enforced rules of the unit.
- Completed security checks making sure inmates are living and breathing.
- Monitored inmates while in the dayroom

Houston Independent School District

Bus Driver

August 2018 - February 2021

- Picked up students and transported students to designated locations in the HISD areas
- Completed the code of conduct sheet and submitted to the supervisor
- Compliments with local traffic regulations

Houston Independent School District

Bus Attendant

June 2015 - July 2018

- Monitored student safety, help with boarding students
- Lead bus evacuations during emergencies and stayed up to date on school district policies
- Ensured students were well behaved
- Conducted safety drills

ALS Formal Wear

Customer Service Call Rep

March 2012 - March 2014

- Maintained a positive, empathetic and professional attitude toward customers
- Responded promptly to customer inquiries
- Typed up documents and filed records
- Received and made calls regarding business necessities
- Answered and transferred telephone calls and took messages

Skills

Microsoft Word, Microsoft Outlook, Data Entry, 10-key, Lotus Notes

Class B CDL

Certification Operation of 2 Way radios, cell phones, email