

# Chrystal Laughlin

---

## Objective

Seeking to build upon my experience and improve my skills with the State of South Carolina.

## Experience

2011-Present                      S.C. Department of Revenue                      Columbia, SC

### **Program Coordinator II**

- Plan, design and instruct Business Objects computer system training.
- Prepare training environment for class to include: creating scenarios, testing and verifying data and reports.
- Assist users in creating reports using Business Objects.
- Plan, design and instruct Train the Trainer and Structured OJT courses.
- Advertise training courses.
- Facilitate various work groups in obtaining goals.
- Research, plan and prepare Agency Annual Accountability Report and Annual Report.

2008-2011                      S.C. Department of Revenue                      Columbia, SC

### **Program Coordinator I**

- Plan, design and instruct Business Objects and SCEIS computer system training.
- Prepare training environment for class to include: creating scenarios, testing and verifying data and reports.
- Coordinate planning of Train the Trainer and Structured OJT courses.
- Create online tutorials for training courses.
- Advertise training courses.
- Facilitate large off-site workshops for Business Objects and SCEIS requirement planning.
- Research, plan and prepare Agency Annual Accountability Report.
- Assist in preparing Agency Director's annual performance review.

2005-2008                      S.C. Department of Revenue                      Columbia, SC

### **Administrative Coordinator I**

- Train new employees.
- Create reports, charts and spreadsheets.
- Serve as Human Resources Liaison.
- Assist attorneys in preparing legal documents in all levels of court.
- Prepare procurement and accounting documents.
- Process Alcoholic Beverage Licensing returned checks and violations.
- Correspond with state agencies, attorneys and taxpayers.

## Education

2001–2004                      University of South Carolina                      Columbia, SC  
B.A., Psychology

- Minor in Criminal Justice.

## Skills

Skilled in Microsoft Word, Excel, PowerPoint, Outlook, Access, SCATS, SABAR, SQC Pack 2K, Business Objects, SCEIS and Adobe Captivate.