

## Harriet Costa

### Current Role 2016-Present

Department of Teacher Education -  
Supervise candidates in the Multiple Subject Credential Program

Substitute Teacher – San Ramon Valley Unified School District K-5

Substitute Teacher – Pleasanton Unified School District K-5

### EDUCATION

- 2002 CLAD (Cross-cultural Language and Academic Development) Certificate,  
California State University, Hayward
- 1981 Certificate, Multiple Subjects Credential, Sonoma State University
- 1980 B.A. Liberal Studies. California State University, Northridge

### SKILLS

- Excellent writing skills; can select, interpret and organize key ideas with the ability to edit a written text to ensure the message is clear, concise, and as accurate as possible.
- Excellent customer service skills; friendly, helpful, and will actively listen in an open and non-judgmental way to build trust and respect. Able to interact successfully with a wide range of people. Ability to build a relationship of mutual trust with clients as well as being able to handle complaints and concerns in a sensitive way.
- Good planning skills; ability to plan projects, events and programs based on need by evaluating options.
- Good organizational skills; can organize information, people or things systematically while establishing priorities to meet deadlines. Can delegate responsibilities and establish a system of accountability as well as monitor progress.
- Experience mentoring subordinates both in the classroom and in the office; can give constructive criticism to help others in an effort to increase their skills or knowledge.
- Management experience both in the classroom and in the office. Can clarify the nature of a problem, create alternatives, and propose viable solutions.
- Creative; able to make formal presentations and present ideas in creative ways. Able to generate new ideas, create new images, and find solutions to problems.
- Adaptability; have the capacity to adapt to new situations and settings, tolerate change, and have the ability to adapt to the needs of the moment.
- Presentation skills; can present information and ideas clearly and concisely with content and style appropriate for the audience.

**EXPERIENCE**

**2004-2015 Elementary School Teacher, Jackson Ave. Elementary School, Livermore, CA**

- Taught 3<sup>rd</sup> grade 2004-2010.
- Taught 2<sup>nd</sup> grade 2010-2015.
- Established acceptable classroom behavior guidelines for classes varying from 20-32 students.
- Continuously taught, reflected, and modified lessons for all subjects based on the abilities of my students.
- Provided individualized feedback to students.
- Facilitated parent conferences and SST (Student Success Team) meetings.
- Maintained strong oral and written communications with parents as well as administration and support staff.
- Mentored multiple high school senior ROP (Regional Opportunity Program) students in planning and implementing lessons as well as classroom management.
- Mentored a student teacher in planning and implementing lessons as well as classroom management.
- Collaborated with specialists including speech, resource, and special education to place students in proper programs to ensure success in school.
- Participated in IEPs (Individual Education Plans) for students who were "at risk" (students who could possibly be retained for the following school year due to low academic scores).
- Tutored students after school.

**2001-2004 Kindergarten teacher, Altamont Creek Elementary School, Livermore, CA**

- Taught in a job share at 20% as well as full time.
- Co-taught two classes daily with 20 students.
- Provided a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and in imaginative play.
- Planned and conducted activities for a balanced program of instruction, demonstration, and work time that provided students with opportunities to observe, question, and investigate.
- Organized and lead activities designed to promote physical, mental, and social development such as games, arts and crafts, music, and storytelling.
- Prepared objectives and outlines for courses of study, following curriculum guidelines and/or state requirements.

**1997-2003 Substitute Teacher, Fairlands Elementary School, Pleasanton, CA**

- Substitute teacher for Kindergarten through 5th grade. Organized and lead activities designed to promote physical, mental, and social development such as games, arts and crafts, music, and storytelling. Taught full days as well as half days when needed. Taught special classes in Music, Resource and Physical Education. Taught RIP program (Reading Intervention Program) for "at risk" children.

1981-1990 Sony Corporation, San Jose, CA

**Service Center Manager for Consumer Electronics repairs**

- Managed staff of 15 including technicians, clerical, and warehouse personnel.
- Maintained day to day operations including annual budgets, interviewing for potential employees, and performance reviews for existing employees.

**Customer Relations Supervisor**

- Day to day interactions with customers including in person, on the phone as well as by mail to resolve any problems they may have been experiencing.
- Maintained a balance between company policies versus customer satisfaction while processing product repairs/returns.
- Professionally handled incoming requests from customers to ensure that issues were resolved promptly and thoroughly.
- Responsible for compiling and generating reports as they relate to customer service issues.