



## *Bartlett Mediation*

**KERRI MELISSA BARTLETT**

6389 FM 2412 Gatesville, TX, 76528 [REDACTED]

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### **EDUCATION:**

Abilene Christian University Abilene, TX. M.A. Conflict Management and Resolution (Dec. 2018).

Tarleton State University/Texas A&M University -Central Texas. B.S. Criminal Justice (May 2010).

### **WORK EXPERIENCE:**

Bartlett Mediation Services, Texas

I provide conflict management services for individuals and businesses. My objective is to guide parties in evaluating their needs and goals in order to reach a fair, thorough and satisfactory resolution.

Gatesville Independent School District, Gatesville, TX.  
Teacher/Dept. Chair, Aug 2015 – May 2019.

I provided students with appropriate learning activities and experiences in the subjects of Texas & American History, and helped them fulfill their potential for intellectual, emotional, physical, and social growth. I enabled students to develop competencies and skills to function successfully in society. I maintained casework files on students in special education and those with behavioral

issues. I maintained and developed curriculum for each learning level of my students and tracked grades and progress. I coached athletes in volleyball, cross country, basketball and track. I was the junior high history department chair. I was the junior high One Act director and theatre teacher. I successfully gave presentations to colleagues and conducted a summer professional development course on the flipped classroom model. I was a selected member of the Discipline Committee and various hiring committees for the district. In 2018, I received the Teacher Spotlight Award.

Copperas Cove Independent School District, Copperas Cove, TX.  
Teacher, Aug 2012 – Jun 2015.

Provided students with appropriate learning activities and experiences in the subject of English and helped them fulfill their potential for intellectual, emotional, physical, and social growth. I enabled students to develop competencies and skills to function successfully in society. I maintained casework files on students in special education and those with behavioral issues. I maintained and developed curriculum for each learning level of my students and tracked grades and progress. I coached athletes in volleyball, basketball, track and cheerleading.

Adult Protective Services (APS) -Texas Department of Family & Protective Services, Belton, TX. APS Investigator, Oct 2010 – Nov 2011.

Investigated, interviewed and gathered information to determine validity of elderly or disabled adult abuse or neglect. I helped clients maintain their dignity and as much independence as possible. I built community relationships with law enforcement agents, medical staff, court staff, and representatives from various agencies and organizations. I assessed clients and their living conditions, develop service plans, and provide services to remedy any problems. I conducted home visits to learn if the person needs help. I interviewed clients about all aspects of their life – including money, sex, health, relationships, and even terminal illness or death. I responded quickly in all crisis situations involving vulnerable adults in abusive or neglectful situations. I interacted objectively with people who may have abused or neglected adults in their care. I educated clients about what they can do to avoid abuse, neglect, or exploitation. I documented all relevant information and completed all required forms. I appropriately handled verbal abuse from clients who may not have understood or accepted why I was there. I worked under deadlines and pressure created by the nature and volume of the cases. I kept a balance of objectivity and empathy in dealing with families living in stressful or crisis situations. I worked as a team supporting other caseworkers and working closely with local police departments and several social service organizations. I worked with the local courts and testified when needed concerning placement of clients or other case related issues.

Texas Department of Criminal Justice, Gatesville, TX.  
Tracking Coordinator, Mar 2006 – Nov 2008.

Performed routine administrative support and technical program assistance work. Work involved disseminating information; maintaining filing systems; and performing administrative support work. Performing data entry for the preparation and maintenance of accurate “good time credit” records Responded to inquiries from inmates and officers regarding rules, regulations, policies, procedures, records, and reports. Provided technical assistance to others in the administrative office. Performed a variety of marginal duties not listed as needed by supervisor.

Texas Department of Criminal Justice  
Case Typist (Parole Office), Oct 2005 – Mar 2006 \*Promoted to Tracking Coordinator\*

Performed routine clerical work. Work involved compiling and tabulating data; checking documents for accuracy; transporting documents; and maintaining files. Worked under moderate supervision with limited latitude for the use of initiative and independent judgment. Prepared and proofed correspondence, reports, manuals, records, and other related documents; made copies and maintained related files; assisted in the preparation of technical reports and manuals; and retrieved, transported, and distributed files for appropriate staff. Filed and maintained forms, records, and reports; compiled, organized, and tabulated data; performed data entry and retrieval; and posted information to agency records and modified forms and records. Maintained logs of work progress, document processing, and other records; and opened and distributed incoming mail and prepared mailouts. Answered telephones; responded to requests for information; and answered inquiries regarding rules, regulations, policies, and procedures. Performed a variety of marginal duties not listed as needed by supervisor.

### **ADDITIONAL SKILLS:**

Microsoft Office, Google Docs, Google Drive, Google Classroom, Spreadsheets, PowerPoint, Microsoft Access, Email, Skyward, Scanners, Fax Machines, Web and Social Skills, Graphic and Writing Skills, Typing- 65+ WPM. Excellent communications skills both written and verbal. Punctual with assignments. Able to manage multiple tasks in a high stress environment while meeting tight deadlines. Able to investigate all options in a situation while being open minded and non-biased. Ability to take on conflicts of others and guide them through an effective/informed resolution process. Ability to examine issues and devise the best suitable approach. Team player, honest, reliable, accomplished in strategic planning and a effective leader. Skills/experience to train and supervise the work of others (GISD Department Head 3 yrs). Extensive experience developing secondary level curriculum and programs from scratch. Experience in presentations and public speaking for colleagues, students and school district. Experience with departmental budgeting and purchasing. Experience in participating in hiring committees and interviewing perspective applicants. Extensive experience analyzing data and creating reports.

**CREDENTIALS AND LICENSES:**

Texas Educator License (Generalist 4-8).

Mediator:

Basic Mediation Certificate (2014- ACU Duncum Center for Conflict Resolution)

Advanced Mediation: Marital Disputes Certificate (2014- ACU Duncum Center for Conflict Resolution).

Court Appointed Special Advocate (CASA) for Coryell County, service year 2010.