

# Tiffany R Hall



## SKILLS:

- Communication, written and verbal
- Managed large quantities of data meeting pending deadlines
- Team oriented
- Initiative
- Meeting multiple customer needs
- Software: Captiva, Microsoft Word, Microsoft Excel, Adobe, Access, JD Edwards, Sales Force

## EDUCATION:

- Bloomington High School – 1994-1998, graduated
- Heartland Community College – 1 year
- EKG certification – Heartland Community College – 2008
- Lincoln College - ABE Program – 2018 – 2019
- Paraprofessional Certification – December 2019
- Waubensee Community College – 2020

## EXPERIENCE:

### Western Dupage Special Recreation Association

Recreation Program Staff

12/2022 - Present

- Assist special needs participants with programming needs and participation through the Inclusion program with WDSRA
- Work with participants one on one to ensure the best outcome for enjoying the program with other participants in a discrete manner
- Participate in special trainings in effort to learn more about supporting participants for programming
- Communicate and provide feedback and support for parents in effort to ensure best outcomes for participant

### Soliant / RPH On the Go USA LLC

Paraprofessional - Contract

11/2022 - 6/2023

- Guide and assist child with Autism Spectrum Disorder through classes at Elementary School
- Provide aid and instruction on behavior via a behavior based reward system
- Prepare written reports for parental review and discussion for IEP purposes on behalf of the school Social Worker
- Work closely with staff, teachers and parents to assist student with daily classroom needs and functioning
- Adhere to fluctuating schedules
- Work on assigned projects for teachers and administration as needed

**Chamberlain Group**

Customer Care Representative Associate II

03/2022- 11/2022

- Assist Chamberlain Customers and Partners with the purchase of Chamberlain and Liftmaster products
- Conduct issue resolution over the phone
- Manage Internal Case resolution
- Follow-up with customers regarding orders
- Manage multiple client accounts
- Remote

**Continental Data Label**

Front Desk / Customer Service Representative

6/2021 - 03/2022

- Create Stock Work order requests and provide reports to warehouse management
- Process and prepare Stock and Custom Workorders for scan into JD Edwards System
- Enter Work Order number via Data Entry into JD Edwards System
- Prepare mail, customer samples and Invoices to send to the Customer
- Perform Sample Request orders for Team members
- Deliver and sort incoming mail to deliver to various departments
- Input customer orders into JD Edwards System
- Manage multiple customer needs via telephone and email inquiry regarding product, pricing and ordering concerns
- Troubleshoot and resolve customer concerns regarding orders
- Troubleshoot with team members and other Departments regarding customer concerns
- Scan and email invoices to the customer
- Review current processes for in-efficiencies and revisions

**Giant Steps Autism Organization**

Program Assistant

12/2019 – 05/2021

- Assist in the areas of Programming, Goal Directed Instruction and Support, working with children and young adults on the Autism Spectrum
- Provide instructional support to students while working closely with BCBA and other school staff
- Aid where needed in other areas of the school in the classroom
- Participate in ongoing training activities for education pertaining to Autism including Crisis Management
- Assistance with set up and take down for special school related events

**State Farm Insurance Companies**

Life Customer Service Assistant - State Farm Life Department

6/2019 - 11/2019

- Aid with the cash surrender and partial disbursement of funds for existing annuity products
- Disburse monies to the Policy Owner upon request
- Facilitating complex transactions using multiple systems simultaneously
- Working closely with agency partners to meet the needs of the customer
- Contacting the agency in order to provide and receive clarification of received requests
- Assisting the Policy Owner to comply with the guidelines and provisions set forth by State Farm
- Assisting the Policy Owner with Federal and State Tax regulation for the annuity products being serviced

**State Farm Insurance Companies**

Corporate Law Imaging Research Operator - State Farm Legal Department

8/2011 - 6/2019

- Provided Quality Control and assistance to legal imaging team
- Assisted with producing procedures in a changing, fast paced environment
- Delivery of large quantities of information in order to meet deadlines for legal counsel
- Preparation of electronic data into systems compatible for retrieval for court demanded Discovery
- Data entry
- Assist Legal with service of process by in-taking summons, subpoenas, and garnishment of wages
- Cross train in additional areas of the legal department including the bill review/ intake team

**State Farm Insurance Companies**

Customer Care Representative – State Farm Customer Response Center

7/2006 - 8/2011

- Aid agency partners and policyholders with Customer Service needs
- Assist team members with questions and concerns pertaining to working with the policyholder over the phone
- Answer vehicle and roadside insurance questions
- Offer general policy information and emergency assistance to customers
- Successful in leading the team as Quality Control Representative with the Procedural Assist Line

**State Farm Insurance Companies**

Secretary- State Farm Legal Department

4/2004 - 7/2006

- Trial preparation
- Manage calendars for three members of legal counsel
- File and organize Discovery and Pleadings
- Prepare letters to outside counsel for court proceedings
- Prepare, revise, and format legal documents
- Facilitate response letters to outside counsel for court proceedings

**State Farm Insurance Companies**

Senior Corporate Law Imaging Research Operator - State Farm Legal Department

8/2002 - 4/2004

- Aid with Quality Control for data entry including special areas and libraries specific to certain areas of the Legal Department
- Train new associates and cross train associates from other areas of the Legal Department
- Prepare, image, and provide data entry for all Discovery by converting into various formats for use in Court proceedings

**State Farm Insurance Companies**

Corporate Law Imaging Research Operator I - State Farm Legal Department

4/2000 - 8/2002

- Prepare, image and provide data entry for all Discovery by converting into various formats for Court proceedings
- Trained ten new associates in all areas for initiating the start-up of the sub section of the Information Management and Technology Unit known as the Imaging Unit