

EXECUTIVE SUMMARY

Experienced Patient Healthcare Advocate and Veteran Service Representative with a strong foundation in Information Technology, Government, and Human Resource Management. With over a decade of professional experience, including 5 years in the State of Texas Government, adept at building partnerships with employers and customers, coordinating projects, and delivering technical support. Demonstrates proficiency in team leadership, program implementation, and customer service, along with a deep understanding of public policy, research, and public speaking. Offers specialized skills in case management, training, and critical analysis, dedicated to effective advocacy for veterans and their families.

PROFESSIONAL EXPERIENCE

- TEXAS WORKFORCE COMMISSION** July 2019 – Present
VETERAN SERVICE REPRESENTATIVE IV
- Conducted over 3,000 interviews with veterans, dependents, and survivors to offer counseling, assistance, and services in obtaining VA health care benefits and entitlements.
 - Reviewed over 500 complaints from veterans, gathered relevant information, and developed resolution plans on time.
 - Collaborated with more than 25 State and Federal Agency Partners such as TWC, TVC staff, VA Patient Advocates, and medical/legal personnel to collect evidence for resolving veteran healthcare-related concerns.
 - Provided over 3,000 application enrollments for veterans and their families regarding employment services.
 - Demonstrated proficiency in navigating the VA Health Care System, including understanding VA regulations.
- FISERV** February 2019 – July 2019
APPLICATION SPECIALIST III-IV
- Completed and reviewed more than 50 complaints from customers.
 - Provided support to over more than 150 customers and provided them with assistance and advice.
 - Conducted quality assurance and data integrity checks on over 100 production jobs.
 - Maintained up-to-date knowledge of rules, regulations, and procedures to accurately advise customers.
- KASASA** May 2016 – January 2019
TECHNICAL ENGINEER II-III
- Processed and reviewed more than 1,000 registrations of new customers ensuring accuracy and adherence to regulations.
 - Provided personalized guidance to more than 500 customers, addressing inquiries and concerns with empathy and professionalism.
 - Conducted over 1,000 thorough customer interviews to assess eligibility and determine appropriate benefits and services.
 - Collaborated with over 30 personnel and other stakeholders to facilitate the resolution of issues and expedite access to services.
 - Prepared and submitted necessary documentation and forms on behalf of customers to ensure quick turnaround.
 - Utilized technology and databases to track and manage cases, ensuring timely follow-up and resolution of customers' concerns.
- Q2EBANKING** July 2013 – May 2016
IMPLEMENTATION ENGINEER I & II
- Processed and reviewed more than 1,000 registrations of new customers ensuring accuracy and adherence to regulations.
 - Partnered, trained, enrolled, and supported over 500 customers.
 - Utilized technology and databases to track and manage cases, ensuring timely follow-up and resolution of customers' concerns.
 - Conducted over 1,000 thorough customer interviews to assess eligibility and determine appropriate benefits and services.
- UNITED STATES ARMY** April 2005 – April 2010
INTELLIGENCE PROFESSIONAL
- Conducted over 2,000 thorough customer interviews to assess eligibility and determine appropriate benefits and services.
 - Bronze Star Medal Recipient and Deployed 2 Times in Support of Operation Iraqi Freedom

EDUCATION

- TEXAS STATE UNIVERSITY**
Bachelor of Business Administration in Computer Information Systems
- Top 10% of Graduating Class – Induction into Beta Gamma Sigma (International Business Honor Society)
 - Graduated Cum Laude

VOLUNTEER EXPERIENCE

- American Legion – Service Officer – Travis Post 76 – (July 2019 – Present)
- VFW Life Member – Post 9078 – (July 2021 – Present)