

TaZaras D. Isom

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PROFILE

Dedicated and motivated individual seeking to become a member of the City of Topeka Community Action Board.

SKILL HIGHLIGHTS

Reliable & responsible

Hard-worker

Self-motivated

Basic Mechanic Skills

Excellent Customer Skills

Customer/Employee Relations

Basic Computer Skills

Organizational Skills

Leadership/Communication Skills

Good listening Skills

Ability to multi-task

Positive Attitude

PROFESSIONAL EXPERIENCE

Kansas Department of Health and Environmental Laboratories – State of Kansas Topeka, KS

Administrative Specialist

11/2016- Present

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- Performs tasks for the laboratory certification programs.
 - Processes paperwork including filing of onsite investigations, preparing documents, answering inquiries and/or procedural motions for both environmental and CLIA clients, etc.
 - Plans, prepares, organizes, records, reduces, files and manages data using files, databases. Maintains the official accreditation status of all environmental labs enrolled in the program to ensure the availability of court-defensible environmental analysis.
 - Prepares, dispatches, and files analytical data and court-discoverable documents showing the legal sufficiency of testing in Kansas.
 - Prepares all official and environmental certificates. Reviews out of state environmental accreditation applications for approval.
 - Uses software programs (WordPerfect, Crystal Reports, MS Word, Excel, Lotus Domino/Notes database and the CMS database) for environmental and clinical laboratory records and laboratory supplies. Performs data entry of the workload, mailing lists and agency utilization reports.
 - Performs data entry of official clinical and environmental lab survey reports, workloads and agency utilization reports for both clinical and environmental programs. Performs data entry of information from test logs for the Kansas HIV Counseling and Testing Program. Researches discrepant entries and provides follow-up to program directors. Prepares purchase orders, requisitions, and payment vouchers for supplies and equipment.
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Key Staffing – City of Topeka Topeka, KS

Maintenance Worker II / Arborist I

06/2016 – 11/2016

- Answered questions from the general public and internal customers.
- Custodial duties, general maintenance, floor care and grounds keeping at various City facilities.

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- Sweeping, mopping, scrubbing, stripping and waxing floors, vacuuming carpets, trash removal and cleaning all facilities including restrooms.
 - Performs seasonal grounds maintenance to include mowing and snow/ice removal.
 - Operate bobcat, forklift, snowplow and scissor lift as needed.
 - Operate a variety of equipment including aerial trucks, wood chippers, chains saws and dump trucks for the purpose of tree maintenance.
 - Prunes and removes trees using bucket trucks or rope and saddle and performs related tree care activities.

**Teladoc
Lewisville, TX**

Member Service Specialist

10/2015 to 04/2016

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- Represented Teladoc, Inc. to members and clients in a courteous and professional manner.
 - Sorts, counts, and files incoming mail.
 - Inputs member information (MHD, Survey, Privacy Policy, etc.) forms with a high degree of accuracy.
 - Organizes and files HIPPA compliant forms in designated storage.
 - Updates member information.
 - Records comments on customer account regarding information provided, received, or action taken.
 - Complies with all applicable regulations.

**The Department of Veterans Affairs - HRC
Topeka, KS**

Contact Representative

05/2012 to 07/2015

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- Responds to basic questions & resolve basic issues pertaining to Medical Care Cost Fund, first party billing practices; provide eligibility & benefit counseling; pharmacy support, & other related services to the Veterans, Veteran's family members and/or representatives, the public & VA employees.
 - Provides information to the public about VA related and non-related benefits available to the Veteran and their dependents and beneficiaries. Calls involve a broad range of topics and include first party billing, debt collection, pre-registration record updates, Veteran's benefits, eligibility requirements, credit card payments, other sources of information & related topics.
 - Asks clarifying questions to ensure that the primary issue of the caller is identified & to surface any other concerns & issues that may or may not be related. Determines most appropriate action or identifies alternatives in resolving issues(s) through in depth research, interpretation & analysis of master record information contained with the VistA system & several other resources.
 - Establishes payment plans, accepting or rejecting proposed payment plan based on analysis of debtors financial status, credit reports & other available information.
 - Explains the process for filing a claim for benefits, eligibility requirements, waivers, forms & evidence/documentation that must be submitted & other relevant information.
 - Controls the conversation to ensure that the caller's inquiry is resolved timely.
 - Prepares well-defined case notes when actions are effected, available resources are insufficient to answer the caller's inquiry and/or additional research is required.
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**Kansas Neurological Institute
Topeka, KS**

Developmental Disability Technician

03/2011 to 05/2012

On-unit & classroom training while assisting trained staff in providing direct services & supports to the people who live at KNI so that they can achieve personal growth & well-being, realize choice, attain full inclusion & celebrate their individuality. Appropriately documented recordable events on Behavioral Data Sheets & Shift Review forms.

EDUCATION

High School Diploma

2009

Mission Valley High School, Topeka, KS, USA

Inter-Disciplinary Studies

Calvary Bible College & Theological Seminary, Kansas City, MO

Pastoral Ministry

Ohio Christian University, Circleville, OH – Online Courses

Criminal Justice

Penn Foster College, Scranton, PA, USA – Online Courses

REFERENCES

Robert Baker Jr

Fidelity Investments
(785) 633-7536 (cell)

Mary Hughes

Handprints Daycare
(785) 357-7332

Christopher Bush

Crossing Over Consulting
(785) 969-0441 (cell)

Michael Johnson

Truman Medical Center
(816) 739-5970