

ERIN WHITNEY TAYLOR

Louisville, KY, USA
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Experience

Department of Veterans Affairs Regional Office, Louisville, KY May 2009- Present **Certified Veteran Service Representative (CVSR)**

Engage daily with veterans, veterans' dependents, representatives, advocates, VA Medical Centers, private medical facilities, etc. through telephone, email, and fax. Provide assistance in their interactions with VA regarding claims for compensation and pension. Interpret medical data and legal terminology to make determinations as to eligibility for various benefits. Process determinations through the various Department of Veterans Affairs electronic data processing systems, to include notifying veterans of claim decisions.

Public Contact Outreach Specialist (Fill-in) October 2010/Present

Conduct interviews with veterans, their families, recently discharged soldiers, and other stakeholders. Explain various Veterans Affairs benefits such as disability compensation, education, vocational rehabilitation and employment, home loans, life insurance, medical care, and dependent spouse and child benefits, to also include assisting claimants with claim submissions.

E&H/CED Electric Supply, Louisville, KY Jan 2008-Jan 2009

Lighting/Energy Management Sales Specialist

Managed accounts while selling electrical components to hospitals, schools, industrial sites, etc. Assisted these facilities to become as energy efficient as possible by promoting and selling products such as energy efficient fixtures, lamps, ballasts, sensors, etc.

Home Instead Senior Care, Louisville, KY May 2006-Jan 2008

Recruitment and Retention Coordinator (2007-2008)

Developed and maintained relationships with various recruitment sites. Coordinated the planning and advertising for recruiting events and job fairs. Implemented retention strategies to reduce turn-over rate.

Awards and Accomplishments:

- Local Administrator for the Home Instead Senior Care Alzheimer's Employee Training Program
- Increased employee database by 25%

Scheduling Coordinator (2006-2007)

Scheduled home care services for clients. Communicated schedules of services to clients, family members & employees. Entered and maintained accurate client and employee records in the Home Instead software systems.

Education

Georgetown College, Georgetown, KY

August 2001-May 2005

B.A. in Communications

Minor: Business Administration

Vanderbilt University, Nashville, TN

September 2019-April 2020

Trilogy Coding Bootcamp

Relevant Courses/Experience:

HTML, CSS, Javascript, JQuery, Node

Digital Media

VA Privacy and Information Security Awareness and Rules of Behavior Training

Entrepreneurial Leadership

International Business Operations

