

TANYA R LYONS

4307 LASHLEY DRIVE • DALLAS, TEXAS 75232 • Phone (720-530-7313)
tanyatre@msn.com

PROFESSIONAL EXPERIENCE:

October 2018 - Present Exceptional Student Services, Dallas, Texas

Educator

Plan, prepare, and deliver instructional activities that facilitate active learning experiences. Identify and select appropriate instructional resources and methods to meet students varying needs, including students identified with special needs. Provide appropriate feedback and encouragement to students. Use appropriate technology to support instruction.

October 2018 - January 2019 Amazon, Garland Texas

Fulfillment Associate

Responsible for performing an array of duties, including receiving and processing incoming stock and materials, selecting and filling orders or managing, organizing and retrieving stock.

June 2017 – October 2018 Transamerica Insurance, Investments & Retirement, Plano Texas

Consumer Affairs Analyst

Research, analysis, and preparation of complex medical claims appeals. Research, analysis, and preparation of responses to all provider grievances. Assist with reviews and investigation of suspected fraud cases. Assist with attorney correspondence, consumer complaints, address written and telephone communications with internal and external customers.

July 2016 – June 2017

New York Life Insurance Company, Dallas, Texas

Tele-App Customer Services Representative

Conduct inbound and outbound applicant interviews with both expediency and accuracy to collect and compile medical data points that supports the underwriting process. Work with underwriters by conducting follow up calls to applicants for additional information. Handles interviews of higher complexities, applicants who may have remarkable personal and medical histories. Address status inquiries from applicants, agents, underwriters and general office personnel. Research special cases and disposition the cases appropriately.

January 2016 – April 2016

Publishing Concepts Inc. Dallas Texas

Customer Services/Sales Associate

Provided customer services and data entry in a national call center to help connect and engage the alumni and members of prestigious universities, military associations and exclusive clients.

August 2015 - November 2015

TIAA-CREF Financial Services, Dallas Texas

Financial Consultant Trainee

Selected to participate in a rigorous seven-week training program to become a Financial Consultant. Obtained my Series 63 Securities and Life and Health Licenses.

July 2012 - August 2015

Aurora Mental Health Center, Aurora Colorado

Clinical Case Manager/ Supervisor

Provided intensive clinical case management services to consumers. Conducted intakes, assessments, and provided interventions in crisis situations. Developed, implemented, and monitored consumer plans while responsible for linking the consumer to identified services, such as: information and referral, eligibility determination, educational and career resources, navigation of services, resource development and benefits acquisitions. Supervised and trained counselors, interns, and peer specialists in providing exemplary services to consumers.

March 2001 - February 2012 Colorado Department of Human Services/Division of Youth Corrections

Administrator

Responsible for program administration, human resource management, and quality control oversight. Provided direct supervision to facility managers, medical personnel, and external contractors. I assisted in managing our personnel and operations budget of over three million dollars. Facility liaison to law enforcement, judicial, educational, hospitals and human service agencies.

EDUCATION

University of Texas at Arlington

Arlington Texas

Bachelor of Science in Social Work

LICENSES

Series 63 Securities

Life and Health Insurance

REFERENCES

Available upon request