

**Sylvia Sisneros
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Phoenix, Az 85015
(Cell) (602) 301-5118**

Experience:

State of Arizona-Division of Child Support Services-Customer Service Region

(Team Lead) 2016-2018 -Acts as a primary contact person for the public (Spanish & English) responds to telephone inquiries and complaints.

-Explains laws, rules, regulations and administrative remedies to inform client and absent parent of rights and responsibilities regarding child support.

-Issue Income Withholding Orders to Employers. Explain process of withholding orders to employers.

- Review/Process DOR Injured Spouse Claims/request refund.

-Performs a range of duties for child support enforcement proceedings via telephone (i.e. paternity, establishment, and enforcement

**State of Arizona-Division of Child Support Services Program and Project Specialist II
2014-2016**

Administrative Review Unit-

effective oral and written communication; reading court orders; customer service; analyzing and interpreting data; interpreting legal or written documents specifically court orders, disburse and distribute payments; interpersonal relationships; building and maintaining professional work relationships; understanding and meeting performance measures; prioritizing duties and meeting timelines

**State of Arizona-Division of Child Support Services Officer II (Specialized Enfmt)
11-2012-11-2014**

MVD lien release-Negotiate payment with NCP's for release of MVD lien on Vehicles

CSLN-Review cases matched on CSLN Network, for possible Injury claim collection/ Workman's comp claims; issue LIWO to Insurance companies and/or Attorney

**State of Arizona-Division of Child Support Enforcement Officer II (caseworker).
06/05/06-11/2012**

-Assist walk In's, custodial parents and non custodial parents, review case for appropriate Enforcement action when Child support obligation is not being met.

-Locate absent parents for collection and enforcement of child support obligations/payments.

Review and analyze case files, determine appropriate legal actions to be initiated.

- Refer cases for Legal Enforcement action. Includes Preparation of all legal documents necessary for referral to Attorney General for Contempt action, Satisfaction of Judgments, Termination of Orders, etc.

**State of Arizona -DES/Division of Child Support Enforcement (CSR) Customer
Service Region Child Support Enforcement Officer I**

02/01/1999-05/2006

- Locate absent parents to collect and enforce child support obligations/payments; review and analyzes case files, determines appropriate legal actions to be initiated.
- Performs a range of duties for child support enforcement proceedings via telephone (i.e. paternity, establishment, and enforcement)
- Acts as a primary contact person for the public (Spanish & English) responds to telephone inquiries and complaints.
- Researches information using automated system.
- Determines appropriate child support enforcement action based on case data and established policies, procedures, and regulations; prepares legal documents.
- Interprets court orders and judgments to facilitate calculations of current and arrears child support obligations and expenses.
- Explains laws, rules, regulations and administrative remedies to inform client and absent parent of rights and responsibilities regarding child support.
- Issue Income Withholding Orders to Employers. Explain process of withholding orders to employers.
- Review/Process DOR Injured Spouse Claims/request refund.
- Review/process CDV's (Credit dispute verification) using E-OSCAR.
- Assist Walk In's with case issues/concerns, notarize BOI's (Bond of Indemnity).

State of AZ-DES/Division of Child Support Enforcement (DCSE Training Center)

03/97-02/99 Administrative Assistant II

01/94-03/97 Clerk Typist III

- Attends meetings, researches, designs, develops a variety of statistical reports
- Accurately prepares, maintains, coordinates, and oversees for the unit all administrative Support related matters, such as FMCS activities, personnel/payroll matters, ordering Supplies, and equipment/facility maintenance/repairs.
- Responsible for supervising all unit support staff. Supervisory activities include, but are not limited to, interviewing & hiring staff, planning, assigning, prioritizing, monitoring & Reviewing staff work, approving leave, conducting performance reviews & handling Disciplinary actions.
- Identifies, resolves, and/ or performs facility and equipment maintenance issues such as Vending machine complaints, building lock up.
- Prepares written correspondence, such as letters, meeting minutes, notices, and reports, to appropriate entities.

Murphy School District

09/92-01/94 Teachers Asst./Bus driver

Monitored children in classroom and playground activities.

- Coordinated/prepared daily itinerary for class
- Transported and supervised children to and from school; field trips
- Communicated with parents regarding students' progress

Credit Data Southwest

01/89-06/92 Terminal Operator

- Printed, researched and mailed credit reports for customers.
- Extensive telephone communication with public.
- Analyzed and researched problems.
- Switchboard operator/reliever
- Data entry operator

Anykind check Cashing Centers

06/87-02/89 Teller/Cashier

Assist customers with applications and forms

- Cash checks
- Make photo I.D.'s
- Customer Assistant/Translating for Spanish speaking customers.
- Filing and phones

Education:

12th grade high school education

Maricopa Skill Center-Phoenix, AZ

Major: Data Entry Certificate 1988

South mountain Community College-Phoenix, AZ

Major: General Studies /Accounting 1989

SKILLS:

Microsoft Windows 2010, Excel 2010, DES ATLAS, Aztecs, BGO1,
Typing 65-70 wpm, Bilingual fluent Spanish/English read and write.

