

Caressa Elaine Todd

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SUMMARY Proven history of striving to develop lasting relationships and rapport with clients and peers. Highly efficient and detail oriented. Unique skill and ability to engage and work through challenging situations.

EDUCATION

Master of Science in psychology at Southern New Hampshire University - April 2025

Bachelor of Arts in psychology at Southern New Hampshire University - September 2022

The National Society of Leadership and Success, Sigma Alpha Pi 2025

PROFESSIONAL HISTORY

Maximus, Veterans Evaluations Services 05/2025 – Current *Call Center Agent*

- Submit templates and other requests to various individuals and departments within the Agency.
- Explain policies and procedures of VES and the VA to Veterans who are unfamiliar with our company.
- Explain the purpose of attending required exams, explain approximate time frames for returning reports/documents to the VA, and explain the process for travel reimbursement.
- Maintain maximum security implementing and enforcing HIPPA with medical providers, veterans, and VA employees.

Maximus, Division of Family Resources Crown Point, IN 09/2024 – 05/2025 *Eligibility Specialist*

- Responding to incoming customer inquiries in a high-volume inbound call center environment via telephone.
- Verify all information is gathered accurately and meets state policies for Data entry into state database.
- Obtain release forms and medical records as needed and verify income, assets, and other financial / legal documents.
- Review regulations and program requirements with clients and utilize automated programs to determine eligibility of state assistance programs.

Indiana State Prison Michigan City, IN 10/2023 – 05/2024 *Corrections Officer*

- Monitor assigned areas at various intervals for the security of offenders, count of offenders, and security of buildings and grounds.
- Follow and ensure compliance with established security procedures.
- Manage offenders in various work details including general clean-up of institutional grounds and buildings.
- Escort offenders to and from various locations across the facility like for food, medicines, work assignment, and recreation.
- Keep records and make reports on such matters as offender's movements, activities, and rule violations.
- Search offender housing areas and visitors for possible unauthorized items.

Rewards Network Chicago, IL 07/2021 – 07/2022 *Member Services Agent* 07/2022 – 10/2023

Contract Operations Specialist

- Performing account research: review account history, documentation, and statement balances to

resolve problems.

- Interacting with other departments in the organization to provide information necessary to service accounts.
- Interacting with sales to collect missing or incorrect documentation and resolve paperwork problems.
- Performing light Accounts Payable responsibilities

GoHealth Chicago, IL 06/2019 – 07/2021 *Member Services Agent*

- Engage with existing members, delivering high quality customer service.
- Educate members on information regarding plan benefits, policies, and procedures.
- Work closely with their manager to investigate and resolve member complaints and escalations.
- Work simultaneously with multiple computers, applications, and databases.

Berkshire Hathaway -Vadie Reese Chicago, IL 05/2015 – 11/2015 *Real Estate Assistant* 08/2018 – 03/2019 *Listing and Transaction Coordinator*

- Answered inquiries from customers, projected price points, prepared offers, and acted as liaison between service providers.
- Performed interviews with potential clients, customers, and employees.
- Operated computer, telephone, fax, and real estate software. Nurtured client and business relationships during the transaction process.
- Social media and online marketing relative to maintaining business needs and promoting Open Houses.

PRESENTATIONS AND RESEARCH

Employment Burnout, 2024, *Department of Psychology, Southern New Hampshire University*

Anger and Post Traumatic Stress Disorder Among Military Veterans, 2025, *Department of Psychology, Southern New Hampshire University*

VOLUNTEER EXPERIENCE

Myra T. Bradwell School of Excellence Chicago, IL 2015 Season ***Soccer Coach for Inaugural Season***

LICENSES AND CERTIFICATIONS

CPR & AED

American Red Cross

Issued Jun 2024 · Expires Jun 2026

Credential ID 01J9KJ0

Conflict Resolution (CONRES1001)

Sophia Learning

Issued Jan 2022

Visual Communications (VISCOMM1001)

Sophia Learning

Issued Jan 2022

Social and Behavioral Research - Basic/Refresher

CITI Program

Issued Dec 2021 · Expired Dec 2024

Credential ID 45941266