

Caressa Todd

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Date available to begin work: 2 weeks

SUMMARY STATEMENT

College educated with multiple years of experience working in State Government Employment, Operations and Customer Relations. Strives to exceed professional and personal goals. Strong written and verbal communication skills.

PROFESSIONAL SKILLS

Education	Master of Science and Bachelor of Arts in Psychology from Southern New Hampshire University.
Employment	My self-motivation, hard work and dedication all contribute to the continuing success of my employer. Technically competent. Natural leader and team player.
Personal	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.

PROFESSIONAL WORK EXPERIENCE

Call Center Agent, May 2025 – Present
Maximus, Veterans Evaluation Services, Houston, TX
Salary: \$17.75 per hour
Job Type: 40 hours per week, Full-Time
Supervisor: Faryn Flores, (832) 420-2169

- *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.*

OTHER WORK EXPERIENCE

Eligibility Specialist, September 2024 – May 2025
Maximus, Division of Family Resources, Crown Point, IN
Salary: \$21 per hour
Job Type: 40 hours per week, Full-Time
Supervisor: Bernessa Thomas, (855) 673-0193 ext. 2790

- *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.*

Corrections Officer, October 2023 – May 2024
Indiana State Prison, Michigan City, IN
Salary: \$22 per hour
Job Type: 40 hours per week, Full-Time
Supervisor: Captain Bootz, (219) 874-7256

- *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.*

EDUCATION

Master of Science in Psychology, April 2025

Southern New Hampshire University, Manchester, NH, GPA 3.5

Bachelor of Arts in Psychology, September 2022

Southern New Hampshire University, Manchester, NH, GPA 2.3

CERTIFICATIONS/ACHIEVEMENTS

CPR & AED, June 2024

American Red Cross

VOLUNTEER EXPERIENCE / COMMUNITY SERVICE

Myra T. Bradwell School of Excellence, 2015

Chicago, IL

Soccer Coach for Inaugural Season