

TIA WHIPPLE

21395 NW 9th Court Apt. 6-202 Miami, FL 33169 786-718-8541 tishara1990@gmail.com

EDUCATION

Florida International University, Miami, FL, Liberal Studies -Business Dec. 2019

Miami Dade College, Miami, FL, Accounting, Jul. 2010

WORK EXPERIENCE

Miami-Dade County School Board

Senior Risk and Benefits Management Coordinator Dec 2017 – Present

- Gather, compute and produce detailed monthly/quarterly reports of payments to Florida Retirement System
- Task with running reports, reviewing data, and disseminating information
- Create, coordinate and facilitate training for Florida Retirement System (FRS) for current and incoming employees
- Draft and complete Form WC-1, Florida Retirement System Plan Certification of Workers' Compensation
- Complete RPA's (HR transfers/SAP)
- Respond to inquiries posed by the Leave and Retirement department and the State of Florida in reference to Workers Compensation credit
- Completing form DFS-F2-DWC-1a, Average Weekly Wage Statements, for injured employees (including litigated claims)
- Responsible for the oversight of the alternative Return to Work (WERC) program for employees injured on the job
- Responsible for the timely and accurate reporting of two active payroll charge locations, for both employers paid full salary continuation and workers' compensation leave and injury payroll

Miami-Dade County School Board

Community Activity Leader III Aug 2017 – Dec 2017

- Registered students, parents, teachers and volunteers with Community Engagement department
- Coordinated and facilitated training for Student Volunteer Program Database
- Created Data and Metrics involving the school volunteer program and mentors Calculated all mentors and volunteers throughout the school year
- Performed background checks on new and current volunteers for Miami-Dade County Public Schools
- Assisted and attended community outreach assistance programs
- Assisted school-site and district/region office personnel in planning, implementing, and administering educational support programs and special projects
- Acted as liaison between the district, school, home, and community to promote educational support programs and provided an on-going channel of communication for participants, parents, and the community
- Marketed and promoted activities held by the Community Engagement department for Miami-Dade County Public Schools

TravelClick, Orlando, FL
VoicePro Jan 2017- Aug 2017

- Accurately inputted all data (i.e. personal information, credit card information) required to complete transactions
- Operated multiple computer applications. (i.e Excel, ihotelier, Word, PowerPoint)
- Answered customer inquiries, provided professional assistance to potential and existing guests on every call
- Managed and coordinated travel arrangements for VIP clientele
- Attended mandatory training sessions to stay updated on current travel destinations and company policy changes

Marriott Vacation Club, Orlando, FL

Marketing Administrative Assistant, Oct 2016 – Jan 2017

- Provided data reports of statistics for sales of vacation packages sold
- Gathered, computed and produced detailed monthly/quarterly reports to the executive team of number of package sales/tours sold
- Prepared and reviewed operational reports and schedules to ensure accuracy and efficiency
- Compiled and analyzed databases, spreadsheets, and electronic filing systems related to Sales and Marketing activities
- Analyzed questionnaires for current and incoming employees
- Scheduled monthly and quarterly meetings for Marketing Director and upper management

Quality Assurance Specialist, Feb 2016 – Sep 2016

- Organization liaison in keeping the accuracy of information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives are met
- Responsible for opened and assigned approximately 20-25 new client accounts
- Answered all incoming phone calls from Sales Representatives within a timely manner
- Attended mandatory training sessions to stay updated on current travel destinations and company policy changes

Front Desk Receptionist/Rooms Controller, Dec 2013 – Feb 2016

- Coordinated and facilitated training on Front Office procedures and duties
- Registered VIP guests, owners, and incoming guests for upcoming reservations
- Served as principal contact and liaison with guests and owners
- Communicated with the booking, housekeeping and maintenance departments to ensure prompt responses to guests' needs
- Applied proper blocking strategies and allotted rooms to VIP and regular guests walking in unannounced
- Assisted in room inventory and ensuring reservation of required rooms for guests
- Coordinated with housekeeping and maintenance staff on a continuous basis to maintain accurate status of all guest rooms

SKILLS

- Excellent Interpersonal and Communication skill
- Typing Speed 40 wpm
- Proficient in Microsoft Office (e.g. Word, Excel, Outlook, Access, Publisher, PowerPoint)
- SAP/Intranet (Legacy)
- Payroll (e.g. Prepare and Process)