

Tiffany Tagbo

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CAREER HIGHLIGHTS

- More than 10 years of developing skillsets to advance communities through public service by engaging individuals in marginalized communities and connecting them to vital resources to improve their quality of life. Excels in clear and concise written and oral communications, achieving deliverables by assisting companies in developing and executing strategies, and advocating for the disenfranchised by promoting the well-being and rights of vulnerable Oklahomans.
- More than 5 years in public service serving in multiple capacities at three Oklahoma's government agencies with budgets as high as \$8 billion. Tasked with effectively managing public tax dollars while working to improve the quality of life for thousands of Oklahomans critical needs.

PROFESSIONAL EXPERIENCE

Heartline | 988 NBU Crisis Chat Supervisor | October 2024 to Present

- Supervise a team of crisis chat specialists providing emotional support, suicide intervention, and resource referrals to individuals in crisis via the 988 Suicide & Crisis Lifeline.
- Monitor and evaluate live chat interactions to ensure adherence to quality standards, safety protocols, and trauma-informed practices.
- Provide real-time coaching, de-escalation support, and crisis backup to agents managing high-risk contacts.
- Lead performance improvement initiatives by delivering constructive feedback and implementing individualized development plans.
- Collaborate with quality improvement (QI) and training teams to enhance agent preparedness and optimize service delivery.
- Maintain thorough documentation of supervisory interventions, incident reports, and shift summaries to ensure continuity of care and operational accountability.
- Support workforce management by coordinating shift coverage, managing agent availability, and assisting with onboarding of new hires.
- Contribute to a compassionate, resilient team culture by modeling empathy, professionalism, and ethical crisis intervention practices.

Case Management| Non-profits | March 2024 to June 2025

Provided effective case management for several local non-profit organizations which served multiple demographics including multimillion-dollar non-profits

- Coordinated and managed comprehensive care plans for diverse client populations, ensuring access to medical, social, and psychological services.
- Conducted client assessments, developed individualized treatment plans, and monitored progress to ensure goals were met.
- Collaborated with multidisciplinary teams, including healthcare providers, social workers, and community organizations, to optimize client outcomes.
- Advocated for clients in obtaining services such as housing, employment, healthcare, and legal assistance.
- Maintained accurate and timely case notes, ensuring compliance with privacy laws (HIPAA) and organizational standards.
- Provided crisis intervention and support services, ensuring clients' immediate needs were addressed and alleviating emotional distress.

Outreach Specialist | Block By Block - Oklahoma City, OK | July 2022 to December 2023

Block By Block is a subsidiary of SMS Holdings, a private company with an estimated revenue of up to \$500 million.

- Cultivated relationships with individuals experiencing homelessness through regular visits and phone outreach, fostering engagement in support programs.
- Developed presentations and present to diverse audiences.
- Provided functional supervision to others pertaining to matters concerning outreach and the unhoused, coordinated work activities, reviewed work for accuracy and compliance with outreach procedures.
- Promoted, established, and maintained working relationships with employees, key stakeholders and officials, business owners, outside agencies, and the public.
- Provided training, guidance, direction, and coaching to local business owners and community members pertaining to the plight of homeless individuals.
- Offer general program support while also addressing the needs of local business owners in their interactions with unhoused individuals.
- Adapted effectively in dynamic environments with shifting priorities, demonstrating flexibility in problem-solving and task management.
- Collaborated with community partners to identify needs, design wellness programs, and monitor progress towards ending homelessness.

Substitute Teacher | Kelly Services – Oklahoma | April 2022 to June 2022

Kelly Services is a global leader in workforce management solutions offering staffing services to top companies across a variety of industries.

- Assumed teaching responsibilities per school district instructions, maintaining adherence to professional conduct standards.
- Executed existing lesson plans effectively, ensuring optimal use of academic time and student motivation.
- Fostered a conducive learning environment, accommodating various learning styles, and assigning appropriate tasks and homework.
- Collaborated with colleagues and school administrators to address serious behavioral issues, prioritizing student safety.
- Maintained classroom control, safeguarding equipment, materials, and facilities.

Loan Specialist | Small Business Administration – Remote | June 2021 to December 2021

Small Business Administration is a United States government agency that supports entrepreneurs and small businesses. Responsible for administering \$44.8 billion in federal appropriations.

- Processed small business loan applications, assessing collateral requirements and applicants' financial capabilities.
- Utilized established financial procedures to analyze applicants' ability to repay loans.
- Assessed and organized a wide variety of information used to decision loan and grant applications.
- Reviewed application documentation for completeness and accuracy.
- Processed loan applications through web-based systems, providing timely responses to applicants.
- Offered guidance based on internal and external policies, reporting fraudulent loan applications.
- Maintained up-to-date knowledge of policies and legislation impacting loan processing.]

Research Analyst | Oklahoma Health Care Authority - Oklahoma City, OK | February 2020 to April 2021

The Oklahoma Health Care Authority is among Oklahoma's largest state agencies. The agency is responsible for providing health insurance benefits for the state's Sooner Care members with an annual budget of approx.\$8 billion.

- Managed and coordinated care for the Medically Fragile Waiver members in the Long-Term Services and Support Unit.

- Collaborated with team members to address member questions and facilitate approvals or denials of services. Resolved provider issues administratively including issues with, reimbursement, member utilization, prior authorizations.
- Developed and implemented long-term plans to increase enrollment in long-term care services and support. Utilized verbal and written communication to ensure case managers were following agency protocols and guidelines.
- Provided direction, guidance, thought partnership and coaching to case managers and program participants.
- Created, organized, and conducted provider trainings to educate providers on the state's long-term care regulations and ensure provider compliance.
- Assisted in writing and editing department annual reports for the Centers for Medicare and Medicaid Services.

Civil Rights Administrator | Oklahoma Department of Corrections - Oklahoma City, OK | August 2018 to February 2020

The Oklahoma Department of Corrections is an agency of the state of Oklahoma. DOC is responsible for the administration of the state prison system with a budget of close to \$44 million.

- Administered affirmative action, civil rights, and equal employment opportunity programs for approximately 4,000 employees.
- Investigated and resolved discrimination complaints, issued policy guidance, and provided training on civil rights laws.
- provided functional supervision to others when the director was out of the office.
- Facilitated the resolution of competing interests among parties to address grievances effectively.
- Maintained knowledge of and ability to apply general administrative and managerial techniques and methods.
- Provided direction, guidance, thought partnership and coaching to management and staff when questions and concerns about discrimination and harassment arose.
- Analyzed complex discrimination and harassment issues to identify appropriate solutions.

Journalist/ Contractor/ Freelancer | The Oklahoman Media Co - Oklahoma City, OK | June 2011 to January 2020

The Oklahoman Media Company has been in existence for more than 110 years and is Oklahoma's largest newspaper.

- Conducted research, gathered data, and interviewed key individuals to produce compelling news articles.
- Utilized verbal and written communication to create news articles.
- Conducted interviews, authored articles, and wrote free death notices.
- Partnered with colleagues to maintain a free death notice database and serve as a point of contact for funeral homes and residents.
- Built a network of contacts and sources for future research.
- Stayed updated on developments in the field by attending events and studying relevant materials.

Research Associate | Oklahoma Health Care Authority | January 2016 to January 2018

The Oklahoma Health Care Authority is an agency of the government of Oklahoma responsible for providing health insurance benefits for the state's SoonerCare members.

- Managed and coordinated care for clients enrolled in the Medically Fragile Waiver.
- Ensured compliance with agency rules and regulations.
- Resolved provider issues administratively including issues with, reimbursement, member utilization, prior authorizations.
- Maintained positive relationships with health care professionals within the network.
- Organized and led provider meetings to educate providers on the state's long-term care regulations and ensure provider compliance.
- Assisted in writing and editing department annual reports for the Centers for Medicare and Medicaid Services.
- Assisted in organizing and hosting Medically Fragile case manager training.
- Facilitated external provider meetings and educated Medicaid providers to ensure contract compliance.

Customer Care Plan Administrator | Midland Mortgage - Oklahoma City, OK | April 2015 to December 2015

Midland Mortgage is a subsidiary of Midfirst Bank a privately-owned financial institution based in Oklahoma City, Oklahoma that is among the largest privately-owned bank in the United States, with \$36.6 billion in assets.

- Provided excellent customer service through inbound and outbound calls through verbal and written communication.
- Reviewed correspondence for compliance, analyzed problems, and implemented solutions.
- Exceeded company goals one month after training completion.

Child Welfare Specialist II | Oklahoma Department of Human Services - Norman, OK | October 2013 to January 2015

The Department of Human Services provides multiple assistance programs to help Oklahomans by administering federal programs including SNAP and Temporary Assistance for Needy Families. It is also the state's child welfare, developmental disabilities, aging, adult protective, and child support systems agency. Responsible for administering a budget of approx. \$5.1 billion.

- Conducted child welfare investigations quickly, assessed safety, and recommended intervention levels after investigating child abuse and neglect allegations.
- Facilitated family team meetings, developed treatment plans, and coordinated out-of-home placements when necessary.
- Collaborated with law enforcement and the district attorney's office.
- Prepared reports for the courts and testified as an expert witness.
- Utilized verbal and written communication to inform district attorney and judge of outcomes for child abuse allegations.

E D U C A T I O N

Master of Science, International Studies | Oklahoma State University-Main Campus - Stillwater, OK

Bachelor of Arts, journalism | University of Central Oklahoma - Edmond, OK

Associate of Arts, Journalism | Rose State College - Midwest City, OK