

# TIFFANY BROWN TAGBO

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## PROFESSIONAL SUMMARY

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Communications leader with 15+ years of experience spanning journalism, advocacy, editorial leadership, and public-sector communications. Proven record of earned media placement in major outlets, founding and operating a multi-channel publishing platform, and leading teams in high-stakes environments. Deep commitment to racial justice, anti-poverty advocacy, and dignity-centered storytelling.

## CORE COMPETENCIES

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Strategic Communications • Media Relations & Op-Ed Placement • Editorial Leadership • Brand Development • Grassroots Advocacy & Coalition Building • Multimedia & Social Media Management • Team Supervision & Coaching • Crisis Communications • Trauma-Informed Messaging • Project Management

## PROFESSIONAL EXPERIENCE

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### **Founder & Editorial Director** • *Guiding Hand Publishing* • Oklahoma City, OK • 2025–Present

- Founded and operate a mission-driven publishing company producing children's books, poetry, historical nonfiction, and advocacy works centered on resilience and justice.
- Develop and execute all editorial strategy, brand identity, and multi-channel content across website, social media (Facebook, Instagram, YouTube), and print.
- Manage content pipeline from acquisition through production, maintaining consistent voice and mission alignment across all platforms.

### **Chapter Leader & Expert on Poverty** • *RESULTS* • Oklahoma City, OK • 2022–Present

- Lead grassroots advocacy campaigns on poverty, food access, and economic justice; selected as RESULTS Expert on Poverty and National Fellow.
- Authored published op-eds in *The Oklahoman* and *Tulsa World* on child poverty, housing, and anti-poverty legislation, reaching statewide audiences.
- Develop public messaging, draft campaign communications, and train volunteers in storytelling and legislative engagement.

### **Crisis Chat Supervisor** • *HeartLine / 988 Crisis Lifeline* • Oklahoma City, OK • 2024–Present

- Supervise a team of crisis chat specialists providing trauma-informed support via the national 988 Lifeline.
- Coach staff on ethical, empathetic, and culturally responsive communication; lead real-time crisis intervention support.
- Drive performance improvement initiatives and maintain operational documentation for continuity and accountability.

### **Outreach Specialist** • *Block By Block (subsidiary of SMS Holdings)* • Oklahoma City, OK • 2022–2023

- Built relationships with individuals experiencing homelessness; coordinated outreach activities and provided functional supervision to staff.
- Delivered presentations to diverse audiences; trained community members and business owners on trauma-informed approaches to the unhoused.

### **Civil Rights Administrator** • *Oklahoma Department of Corrections* • Oklahoma City, OK • 2018–2020

- Administered affirmative action, civil rights, and EEO programs for approximately 4,000 employees at a state prison agency.
- Investigated discrimination complaints, issued policy guidance, and facilitated compliance trainings; provided functional supervision in director's absence.

### **Death Notice Editor & Freelance Reporter** • *The Oklahoman Media Company* • Oklahoma City, OK • 2011–2020

- Served as weekend death notice editor, managing submissions from funeral homes, maintaining the free death notice database, and ensuring timely, accurate publication.

- Acted as primary point of contact for funeral homes and families, requiring consistent professionalism and sensitivity in high-emotion situations.
- Published bylined feature and news articles as intern and freelance reporter covering community, crime, and social issues.

**Research Analyst / Research Associate** • *Oklahoma Health Care Authority* • OKC, OK • 2016–2018, 2020–2021

- Prepared reports interpreting Medicaid regulations for providers and stakeholders; coordinated care for Medically Fragile Waiver members.
- Led provider training sessions; assisted in writing and editing annual reports for Centers for Medicare and Medicaid Services.

**Child Welfare Specialist II** • *Oklahoma Department of Human Services* • Norman, OK • 2013–2015

- Conducted child welfare investigations, developed treatment plans, and testified as an expert witness in district court.
- Collaborated with law enforcement and the district attorney's office on child abuse and neglect cases.

## EDUCATION & CREDENTIALS

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M.S., International Studies — Oklahoma State University

B.A., Journalism (Cum Laude, 3.7 GPA) — University of Central Oklahoma

A.A., Journalism — Rose State College

Certificate, Semester in Washington Journalism Program — George Washington University | TeleSUR Internship, Washington, D.C.

## SELECTED PUBLISHED WORK & MEDIA

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### Op-Eds (Advocacy)

“Oklahoma Legislators Are Ignoring Urgently Needed Anti-Poverty Measures” — The Oklahoman, 2024

“Tulsa Homeless Need Housing, Not Handcuffs” — Tulsa World, 2025

### Journalism Bylines — The Oklahoman (Intern & Freelance)

“Classic Car Collection Becomes New Attraction in Blanchard” (June 2011)

“Oklahoma City Mother Whose Son Was Killed Hopes to Help Others” (August 2011)

“Two Men Work to Overcome Gang Past” (September 2011)

“Number of Single Parents Raising Children Continues to Increase” (January 2012)

### Editorial Leadership

Editor, Emerging Leaders of America — RESULTS Fellowship Substack publication | [emergingleaders743.substack.com](http://emergingleaders743.substack.com)

### Publishing

Guiding Hand Publishing — [guidinghandpublishing.net](http://guidinghandpublishing.net) | Active social media presence across Facebook, Instagram, YouTube