

TASHA TAYLOR

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Objective

To provide outstanding support and service to guests or customers, ensuring their satisfaction and fostering loyalty by efficiently resolving issues, anticipating needs, and creating a positive experience through active communication and a customer-centric attitude.

EXPERIENCE

AUG 2024– MAY 2025

PERMANENT SUBSTITUTE, DISTRICT 88 ROOSEVELT MIDDLE SCHOOL

- Managing Classroom behavior.
- Follow the curriculum or lesson plan provided by the principal or absentee teacher.
- Interpret lesson plans
- Taking Attendance.
- Always ensure the safety of students.
- Accessing Student Progress

AUG 2023 – MAY 2024

PERMANENT SUBSTITUTE, KELLY EDUCATION

- Managing Classroom Behavior
- Supervising Students
- Taking Attendance
- Maintain Class Order
- Delivering Instructions
- Communicating With Staff

Mar 2015-Mar 2021

PROGRAM SUPPORT ASSISTANT, EDWARD HINES VA MEDICAL CENTER

- Coordinate and Manage cases assignments.
- Provide and schedule appointments for patients.
- Managing Files and Maintaining Records.
- Maintain and Update Program Database.
- Assist with program budgets.
- Track Data.
- Generate and prepare various reports.
- Answer and relay patients inquire/calls to staff and providers.

- Provide information and educate patients on community care and services.
- Provide accurate information and assistance to customers.
- Process claims authorization.

EDUCATION

08/2011-05/2014

BACHELOR'S IN HEALTH ADMINISTRATION, GOVERNOR STATE UNIVERSITY

GPA: 3.0 of a Maximum of 4.0

Credits Earned:60 Semester Hours

Major: Health Administration 08/2004-05/2007

ASSOCIATE IN ARTS DEGREE, TRITON COLLEGE

GPA: 3.5 of a Maximum of 4.0

Credits Earned: 60 Semester Hours

Major: Associate in Arts

SKILLS

- Personal Professional Development Leadership
- Participate in various training designed to develop leadership.
- Coaching, Mentoring and assisting students.
- Delegate Sociable Activities.