

# Taelyr Anderson

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**Objective:** Dedicated and passionate Elementary Education Teacher with experience in creating engaging learning environments for young students. Committed to fostering academic, social, and emotional growth through personalized instruction and innovative teaching methods.

## Professional Summary:

I am a multi-skilled customer service provider with over fifteen years of experience within different industries. Below are some of my professional accomplishments and skills:

- Successfully trained and mentored new team members.
- Entrusted with the responsibility of backstopping supervisors while they were out.
- Kinesthetic learner with the ability to catch on to new products and software knowledge quickly and effectively.
- Department team leader and mentor to all new hires.
- Diversity and Inclusion/Team engagement champion.
- Excellent classroom management skills.
- Created and administered assessments to evaluate student progress and inform instructional decisions.
- Established rapport with students, parents, and colleagues to foster a supportive learning community.
- Strong creativity, collaboration, and teamwork skills.

\*\*References upon request\*\*

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## Education:

**Arizona State University:** Spring 2024-Present (expected graduation date 12/2025)  
In the process of obtaining my Bachelor's Degree in Elementary Education (currently a junior).

**Glendale Community College:** 2009-2023  
Received my Associates Degree in Elementary Education.

**Cactus High School:** 2005-2009  
I graduated with my diploma and an academic achievement award. I did extra studies in the education field.

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## Certifications and Personal Achievements:

- Emergency Substitute Certificate (02/2024 - 07/2025)
- IVP Fingerprint Clearance Card
- NES Subtests Completed
- CCV (Peoria Campus): High School Ministry (2022-2023)
- CCV (Peoria Campus): I worked in the children's ministry. (2007-2011)
- Academic Scholar in High School

## **Work Experience:**

### Phoenix College

Dates: January 2024 to Present

#### Student Success Specialist

- Attend all assigned classes
- Serve as a role model of positive behavior and attitude
- Serve as an advocate for the interests and needs of their mentees
- Help students adjust and become academically successful
- Complete all required tasks as requested by the assigned instructor
- Meet with instructor when necessary outside of class
- Maintain confidentiality of students

### Kemper Insurance

Dates: June 2022 to February 2024

#### Arbitration Specialist

- Receive assignments for both responding to and filing arbitration claims against other carriers
- Utilize problem solving skills to determine the true facts of a loss and create a narrative describing what happened in said loss.
- Gathering all forms of evidence that would be beneficial in arguing our side of the loss.
- Reaching out to other departments if clarification or additional information is required for a solid argument.
- Creating and maintaining a strong diary to ensure all activities have been completed and follow up if need be.
- Handling the recovery sheet for all incoming recoveries received.
- Issuing payments to insureds and other carriers when applicable.
- Training new team members on how to create an effective argument, manage a clean and effective desk, and answering any questions team members need additional clarification on.

### Farmers Insurance

Dates: March 2019 to May 2022

#### Subrogation Representative

- Receive and scrub incoming sub demands from third party insurance carriers and first party rental companies, paying only what is owed, nothing more and nothing less.
- Continuous communication via e-mail, teams, and/or phone with all parties involved in the claim (i.e claim owners, insured, claimants, third party carriers, attorneys etc.)
- Remaining flexible and open to learning and applying newly acquired information to better resolve claims and enhance review processes.
- Backstopping my supervisor while he was out. Which entails maintaining a flexible schedule to ensure accuracy of peer reviews as well as maintaining my own.
- Team Engagement and Diversity and Inclusion Champion. With the added extras I need to ensure I am accurately scheduling time for future events to successfully complete my everyday work and am able to be present and engaged at all meetings.
- Successfully e-mailing over 500+ people with D&I opportunities and upcoming activities.
- Leading the beginning of team meetings with engaging ice breakers to warm the team up before diving into discussions.

Westbrook Vision Center

Dates: December 2017 to March 2019

Optician

- Assisting patients when choosing the perfect pair of frames and providing them with truthful, yet knowledgeable, advice
- Answering and returned patient and lab phone calls in a timely manner
- Ability to assist in every department of the office when needing extra hands
- Billing patient jobs and entering the coordination of benefits
- Deal with medical and vision insurance plans (PPO, HMO, VSP, Eyemed, etc.)
- Bringing my ideas and experience to create a more fluid and positive working environment for employees and patients
- Extensive knowledge in Crystal

Openforce

Dates: October 2016 to August 2017

Account Manager

- The main point of contact for all client specific matters
- Process settlements, adjustments, and advances via Excel and Legacy (proprietary software)
- Successfully manage 28 or more clients at with a range of 15-100 independent service providers
- Generate weekly client specific invoices (ranging from \$3k to \$300k)
- Follow up with outstanding funding invoices
- Involved a lot of daily/weekly/monthly problem solving
- Built a “trusted advisor” relationship with portfolio of assigned clients
- Performed a variety of administrative duties (ie. faxing, scanning, answering calls, organizing files, emails, etc)
- Head of team-based activities which focused on quality of work, gamification, and over all appreciation of my team.
- Team member of a billion-dollar company
- Learned the proprietary software in two weeks when the average is one to two months

R&R Add Designs, LLC

Dates: January 2015 to July 2016

Office Manager

- Managed accounts receivable and payable
- Prepared and received invoices
- Handled incoming and outgoing phone calls
- Kept the filing systems current and effortless
- Strong knowledge in QuickBooks
- Ensured the office was able to run sufficiently and smoothly
- Maintained exceptional client communication through e-mail, phone calls, and in person

Family Eyecare of Glendale

Dates: May 2012 to October 2016

Optician

- Scheduled and rescheduled patients based off of their need and doctor availability
- Assisted patients when choosing the perfect pair of frames and providing them with truthful, yet knowledgeable, advice
- Answered and returned patient and lab phone calls
- Continuously updated patients about job status while in progress. Advised about approximate turnaround times if delays occurred.
- Trained and mentored to team members
- Billed patient jobs and entered in the coordination of benefits

