

DEVAUGHN, TANGELA

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PROFESSIONAL SUMMARY

Dedicated and results-driven professional with over 25 years of experience in customer service, claims management, and real estate. Proven ability to manage complex cases, resolve conflicts, and deliver exceptional service. Known for loyalty, attention to detail, and a commitment to achieving organizational goals. Combines strong analytical skills with a customer-focused approach to drive results. Licensed REALTOR and Executive MBA candidate with a passion for leadership and strategic problem-solving.

CORE COMPETENCIES

- Customer Service Excellence
- Claims Adjudication & Case Management
- Real Estate Transactions & Market Knowledge
- Conflict Resolution & Problem-Solving
- Strategic Planning & Project Management
- Team Leadership & Collaboration
- Proficient in Microsoft Office Suite (Word, Excel, Access, PowerPoint)
- Strong Communication Skills (Written & Verbal)

PROFESSIONAL EXPERIENCE

Claims Specialist

Social Security Administration, Birmingham, AL | 09/2014 – Present

- Evaluate and adjudicate claims for eligibility and benefits, ensuring compliance with federal and state regulations.
- Analyze complex documentation to make critical decisions on benefit amounts and eligibility.
- Utilize SSA's automated systems to process claims and post-entitlement actions efficiently.
- Communicate effectively with diverse populations, providing clear explanations of benefits and requirements.
- Recognized for maintaining high accuracy and efficiency in a high-volume, deadline-driven environment.

Human Resource Planner

Jefferson County Commission, Birmingham, AL | 10/2010 – 09/2014

- Provided case management and career counseling to individuals seeking federal (WIA) grant funding.
- Conducted comprehensive assessments of clients' education, work history, and barriers to employment.
- Managed monthly reports and evaluated WIA contracts to ensure compliance and effectiveness.
- Served as a liaison between clients and internal teams, ensuring timely resolution of issues.
- Developed and implemented strategies to help clients achieve self-sufficiency.

Sales Associate

AT&T, Birmingham, AL | 07/2007 – 10/2008

- Handled inbound customer inquiries, resolving billing issues and applying adjustments as needed.
- Promoted products and services, negotiating customized plans to meet customer needs.
- Acted as a team leader, resolving escalated calls and ensuring customer satisfaction.

Maintenance Administrator

AT&T, Birmingham, AL | 06/2006 – 07/2007

- Troubleshoot line outages and dispatched technicians to resolve customer issues.
- Issued credits for service outages, ensuring accurate and timely resolutions.

Accounts Receivable Specialist

Southern Company, Birmingham, AL | 10/2005 – 05/2006

- Managed aging reports and reduced revenue deficits through effective collections strategies.
- Processed documentation for legal action on delinquent accounts.
- Responded to inquiries from customers and government entities, ensuring compliance with regulations.

Collections Representative

Bellsouth, Birmingham, AL | 01/1999 – 10/2005

- Negotiated payment arrangements to bring delinquent accounts current.
- Processed credit applications and verified customer identities.
- Maintained financial records and resolved billing inquiries with professionalism.

EDUCATION & CERTIFICATIONS

- **Executive MBA** (Graduation:05/2025)
University of North Alabama, Florence, AL
- **Bachelor of Science in Management**
Miles College, Birmingham, AL | 05/2011
- **Licensed REALTOR**
Alabama Association of REALTORS | 10/2021

ACHIEVEMENTS

- Consistently recognized for high performance and accuracy in claims adjudication.
- Successfully reduced revenue deficits through effective accounts receivable management.
- Developed and implemented strategies to help clients achieve self-sufficiency through federal grant programs.

PROFESSIONAL AFFILIATIONS & ACTIVITIES

- Member, Alabama Association of REALTORS
- Music Director, Peace Baptist Church, Birmingham, AL (2016–2020)
- Music Director, Progressive Missionary Baptist Church, Birmingham, AL (1998–2013)

KEYWORDS FOR APPLICANT TRACKING SYSTEMS (ATS)

Customer Service, Claims Management, Real Estate, Case Management, Conflict Resolution, Project Management, Strategic Planning, Team Leadership, Compliance, Federal Regulations, Accounts Receivable, Collections, Career Counseling, Communication, Microsoft Office Suite.