

Cynthia R. Crawford, C.I.A.O.

Objective	To represent Lake County Government professionally and ethically as an alternate member of the Board of Review. Ensuring fair and equitable assessments of property valuations for taxpayers through the appeal process.
Skills & Abilities	Technical and Interpersonal skills that provide a working knowledge of the assessment valuation cycle, and the appropriate application of taxpayer property exemptions based upon State Statute. Well versed in the Tyler Technologies tax system and Smart File online exemption and appeal portal.
Experience	Chief County Assessment Office July 2007 – Present - Executive Assistant/PTAB Case Coordinator <ul style="list-style-type: none">▪ Extraordinary Customer Service support to taxpayers, colleagues, inter-departmental offices, including townships and governmental agencies, and public.▪ Ensure compliance of all departmental statutory public legal notices, employment verification reports. Accurately administer the processing of incoming notifications of case appeals and their final administrative decisions related to the State’s Property Tax Appeal Board Case dockets.
Education	Illinois Property Assessment Institute – Bloomington IL. – C.I.A.O. August 2011 – Certified Illinois Assessment Officer Active member, with continuing educational requirements completed within the previous four-year maintenance cycles of 2015 – 2018, and 2019 – 2022. Focused studies included, but are not limited to Preferential Assessments, Homestead Exemptions, Ethics, and Residential Complaints at the Local Level.
Communication	I openly communicate with active listening skills. Exhibit the ability to deliver honest outcomes of challenging situations or inquires whether they are in-person, or virtual, both verbally and in direct contact with the person.
Leadership	I’m an active team member; reflecting a positive attitude in motivating myself and others to complete tasks, shared projects, and team milestones to achieve goals and directives. I remain a trusted resource for co-workers, taxpayers, and the public.
Personal Interests	Lake County Green Team Member, Grace Community Bible Church Member, and Ministry Co-Leader of the Kathy Ann Project.