

# Villaflor “Flora” Hird

## Fluent Spanish/English Speaking

### Objective

- Be part of the Lake County Board of Review. Professionally and ethically serve as bilingual alternate member of the Board of Review. Utilizing all available resources and knowledge to fairly and equitably review property assessments values that have been requested for review through the appeal process.

### Skills/Abilities

- Outstanding ability to de-escalate customer concerns, resolving employer challenges with innovative solutions, systems and process improvements that increase efficiency, customer satisfaction and the bottom line.
- Skilled relationship builder with proven ability to work with different personality styles and team player.
- Very knowledgeable with research, process, denial/approval of homestead exemption applications.

### Work Experience:

Lake County Chief County Assessment Office July 11, 2022

#### **Administrative Research Coordinator.**

- ✓ Set new internal rules and procedures regarding homestead application processing
- ✓ Fix human error and system error and find work around
- ✓ Leading a group of people efficiently process homestead applications
- ✓ Research and decision-making regarding applications
- ✓ Miscellaneous administrative tasks

#### **PTAB Case Coordinator.**

- ✓ Receive and process County’s State appeals.
- ✓ Weekly submission of electronic appeals evidence/update to the State’s Website.
- ✓ Create and manage reports using Excel Spreadsheet.
- ✓ Create stipulations and other documents related to and requested by other team members.
- ✓ Excellent customer service support to taxpayers.
- ✓ Advanced knowledge of Tyler Technologies.

#### **Administrative Research Specialist**

- ✓ Research and review homestead exemption applications.
- ✓ Help customers filling applications for homestead exemption and appeals.
- ✓ Recently enrolled in a new program (True Roll) that helps us to identify unqualified homestead exemption applicants.

JR's Wrecker Services, Inc. Waukegan, Illinois November 2004 to July 8, 2022

**Office Manager:**

Received additional responsibilities year after year including creating all business correspondence, handled a busy phone system, functioned as primary liaison to customers and ensured consistently positive customer experience.

- ✓ ● Answer multiple emergency calls coming from different police departments and private accounts.
- ✓ ● Prioritize calls received and dispatch to drivers based on these priorities to provide excellent service to our customers.
- ✓ ● Organize driver's routes to minimize time to respond to the customer, reduce equipment and fuel usage.
- ✓ ● Research online, by phone, or in person new transportation laws that affect business shortages.
- ✓ ● Investigate and fix many computer and peripherals issues.

Mark DeRue Law Office, Lake Villa, IL November 2015 to May 2017

**Real Estate Paralegal**

- ✓ ● Created new client files from intake to fully executed closing documents.
- ✓ ● Resolve client's issues with inspections and closing documents needed.
- ✓ ● Scheduling and coordinating closings with mortgage companies, title companies, agents, and clients.

**Education**

College of Lake County, Grayslake, Illinois Associate in applied science degree

- ✓ ● Statewide Board of Review Examination
  
- ✓ ● IT Google Certificate
- ✓ ● ABA Approved Certificate in Paralegal Studies
  
- ✓ Relevant Coursework: Introduction to Paralegal Studies, Legal Research and Writing, Litigation, Tort Law, Contract Law, Criminal Law, and Immigration Law
  
- ✓ ● Administrative Office Systems Administrative Professional (associate degree)
- ✓ ● Administrative Assistant Certificate
- ✓ ● General Office Certificate