

Application Form

Profile

TuLiisa

First Name

Miller

Last Name

Middle Initial

[Redacted] Home Address

Suite or Apt

[Redacted] City

[Redacted]

[Redacted] Postal Code

[Redacted] Primary Phone

[Redacted]

District Locator Tool

Resident of Supervisorial District:

District 1

Employer

Job Title

Length of Employment

Do you work in Contra Costa County?

Yes No

If Yes, in which District do you work?

How long have you lived or worked in Contra Costa County?

Are you a veteran of the U.S. Armed Forces?

Yes No

Board and Interest

Which Boards would you like to apply for?

Economic Opportunity Council: Submitted

Seat Name

Public Sector District 1

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

FAMU

Degree Type / Course of Study / Major

Bachelors of Science

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

College/ University C

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses

Other Training A

Pharmacy Technician

Certificate Awarded for Training?

Yes No

Other Training B

Certificate Awarded for Training?

Yes No

Occupational Licenses Completed:

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

I would like to serve on the EOC because I am passionate about creating equal opportunities for individuals and their families who have low incomes. I believe that access to quality resources, education, and supportive services can empower people to achieve long-term stability, in addition to better outcomes. My background with the YMCA and having worked with County programs has given me insight into both the challenges and solutions that can drive economic growth. I'm committed to collaborating with others to identify gaps, develop strategies, and strengthen community partnerships. Serving on this council learn and contribute to the community as a whole.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

My qualifications for this appointment come from both professional and lived experience. I have served on the Parent Policy Council CSB for 3 years. With the council I actively participate in decision-making and advocacy for the families in need. As someone who has personally experienced poverty and utilized programs such as TANF and Head Start, I bring firsthand understanding of the challenges that are faced by having low income. I understand the importance of having access to supportive systems. These personal experiences have strengthened my commitment to helping others achieve self-sufficiency through education, empowerment, and community resources. I believe my perspective and dedication would add valuable insight to the EOC's mission.

Upload a Resume

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

Policy Council

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

I've volunteered for the Policy Council.

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

Tu'Liisa Miller

• Richmond, California 94801 •

Email: [Redacted]

Professional

Passionate and focused professional; dedicated to contributing to the community and providing high-level support. Demonstrated ability to maintain efficient operations, streamline practices, maintain compliance, and support the day-to-day operations; delivers world class service. Offers a comprehensive understanding of medical terminology/technology and all health care regulations, including HIPAA and Joint Commission. Highly efficient, organized, and skilled in a wide-range of activities, such as:

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • <i>Healthcare Support & Operations</i> • <i>Patient Registration and Support</i> | <ul style="list-style-type: none"> • <i>Office Administration and Management</i> • <i>Communication and Interpersonal Skills</i> | <ul style="list-style-type: none"> • <i>Healthcare Ethics and Regulations</i> • <i>Maintains Records Confidentiality</i> |
|---|--|--|

EDUCATION and CREDENTIALS

Bachelor of Science degree with a major in Occupation and Wellness - Healthcare Administration / Management

Florida A&M University - Tallahassee, Florida - Bachelor of Science degree completed - Achieved Academic Honors

Relevant Coursework: Anatomy and Physiology, Medical Sociology, Medical Terminology, Professional Development, Health Laws, and Physics

Pharmacy Technician

Vasco Career College - Richmond, Ca - Pharmacy Technician Certificate Received

Early Childhood Education

Berkeley City College - Berkeley, Ca - Early Childhood Education

PROFESSIONAL EXPERIENCE

Manager - Per Diem
September 2022 - Present
KBeverages
Richmond, Ca

- Refill and restock vending machine inventory
- Review cash flow and PnL statements
- Maintain website and social media accounts
- Maintain excellent customer service for existing customers

Pharmacy Operations Manager
November 2021- October 2022
Walgreens
Richmond, Ca

- Ensured efficient pharmacy workflow
- Provide positive patient experiences
- Serves as a Certified Pharmacy Technician
- Responsible for the selection, scheduling, and development of pharmacy technician personnel.
- Leads training, coaching, and performance management of pharmacy technicians
- Responsible for assisting the pharmacist in the delivery of patient care including patient registration, prescription data entry, preparation of medications for patients, and counting

Pharmacy Technician
February 2021 - October 2021
CVS
Emeryville, Ca

- Operating cash registers and ringing up merchandise for customers.
- Answering questions of the customers on the phone and in person
- Fulfilling prescription orders and processing payments
- Getting in touch with insurers when needed to resolve issues related to orders
- Tracking inventory levels in the pharmacy

Eligibility Services Technician II

2018 - 2019

Alameda County - Social Services Agency
Oakland, California

Provided excellent customer service. Became an effective communicator and displayed excellent interpersonal skills. Grasped new concepts and displayed the ability to disseminate information accurately.

- Interview applicants for public assistance aid programs by phone or in person
- Completes or assists with completion of application forms and witnessing signatures; taking sworn statements from applicants and recipients regarding the accuracy of their application for public assistance.
- Explains program regulations and the client's rights and responsibilities
- Completes income budgets
- Maintains electronic case records

Administrative Coordinator

2017-2017

American Board of Foot and Ankle Surgery
San Francisco, California

Provide administrative support to the company's staff. Responsible for performing clerical duties, maintaining databases, creating reports, maintaining the office, and securing maintenance. Assist with on-boarding new staff.

- Coordinate meetings and conferences relating to departmental matters.
- Complete RFP's for new office lighting and telephone systems.
- Identify, sort and classify hard-copy customer agreements related to quality, change notification and audits
- Assist in the development of an organized filing system
- Greet visitors and callers, route and resolve information requests.

Administrative Associate

2016-2017

(Contract - Compass Consulting Group)

Genentech

South San Francisco, California

Provide effective administrative support to the V.P. of Clinical Pharmacology and supporting Scientists. Identifies and anticipates the needs of the group. Currently manages multiple schedules that include heavy calendaring. Assists the department with special projects; coordinates, arranges, and supports meetings and activities both off and on-site.

- Demonstrates effective problem-solving skills and provides excellent customer service
- Able to work effectively under pressure and prioritize tasks.
- Facilitates communication on behalf of the team ensuring key information is proved clearly, quickly and accurately at the appropriate time
- Plans, schedules, and coordinates onsite/offsite meetings to include audio and video conferencing

Economic Self-Sufficiency Specialist

1

2014 - 2015

State of Florida - Department of Children and Families

Tampa, Florida

Provide world class customer service to citizens of Florida requiring financial or healthcare assistance. Serve as a mentor for new employees in a three month period; provide coaching, mentorship, and guidance and facilitate training sessions. Proactively identify potential fraud in cases and reports data to management staff.

- Recipient of the *High Achiever* award for scoring 91+% in the training program and received a *Certificate of Appreciation* award for exceptional contributions; consistently exceeds internal quotas
- Conduct interviews with applicants to obtain and verify information necessary to determine overall eligibility for SNAP, Medicaid and TANF; calculate income for cases and develop customized solutions
- Achieve continual compliance with strict federal and state regulations when determining eligibility for benefits; recognized as a subject matter expert in regulatory compliance and enforces procedures

- Provide high-level support to clients and deliver advice on deadlines, timeframes, and necessary actions to be taken; follow-up on missing documentation and investigate any suspicious information

Administrative Assistant / Customer Service

2014

City of Tampa
Tampa, Florida

Delivered high-level administrative support within a fast-paced environment; answered a high-volume of incoming phone calls on a multi-line system, updated and maintained confidential files, processed payments, produced reports, composed correspondence, and managed and maintained any third party billing accounts.

- Provided world class customer service and support; responded to inquiries, questions, or requests, assisted all customers with monthly parking applications, and effectively resolve complex complaints

Office Assistant

2013

Hillsborough County Social Services
Tampa, Florida

Assessed the needs of clients and effectively communicated options; responded to inquiries, questions, or requests and resolved complex issues. Scheduled appointments for case manager and managed calendars; developed agendas. Answered a high-volume of incoming phone calls on a multi-line system and routed calls.

- Streamlined processes by arranging files in alphabetical order, resulting in increased efficiency and accuracy in file retrieval and data; consistently surpass objectives and influenced new improvements

Sales Representative

2012

One Touch
Direct
, Florida

Tampa

Conducted a high-volume of outbound calls and answered incoming phone calls within a fast-paced setting; solicited orders for goods and services, presented value-added solutions, responded to inquiries, questions or requests, and effectively resolved complex complaints. Delivered education about key products and services.

- Established, strengthened, and maintained productive relationships with customers and created positive experiences, resulting in increased loyalty, satisfaction, and retention; exceeded client goals