

Tammy Pierce

The Omni Family of Services

tpierce_tp@yahoo.com

Summary

N/A

Experience

Business Manager II

August 2016 - Present

Five years with Omni Visions, Inc. , five away and its wonderful to be back. Feels like coming home.

3LS, Inc., parent company to "The Omni Family of Services" provides foster-care and adoption services to children and families in need, as well as service care to adults and children with intellectual disabilities.

Truly, the company fosters a culture of "excellence with humility". Grateful to be a part of this team.

"Everyone can be great because everyone can serve." - Martin Luther King, Jr.

Executive Assistant - Special Projects

March 2013 - June 2014 (1 year 4 months)

Executive Assistant, Special Projects, reported directly to the Commissioner for TN Dept. of Children's Services, the Governor's Cabinet Member responsible for services to Tennessee's children and youth.

Successfully accomplished state-wide "roll out" of Tennessee Three Branches Institute. The Institute represents the partnership of First Lady Crissy Haslam's office, Casey Family Programs and the Tennessee Dept. of Children's Services bringing together members of the Judicial, Legislative and Executive branches of State government to discuss and act on issues facing children and youth in Tennessee. The initiative, originating with the National Governor's Association, provides a platform to streamline effectiveness within state departments as well as produce community partnerships that strengthen families, provide safer communities and get kids back on track for success. The Institute enlists participation of 160 state leaders from the State's three grand regions.

Day-to-day contact and logistic coordinating for the Commissioner's office and DCS Children's Advisory Council Members. Council Meetings conducted quarterly. Council Membership reflects Community, City, and State leadership and is a COA (Council on Accreditation) requirement. The Council provides direction and support to the Commissioner on matters of DCS (TN Dept. of Children's Services) business and interest.

Carried full oversight responsibilities for state wide reading program sponsored by The Governor's Books from Birth Foundation and Dolly Parton's Imagination Library The reading program serves 2800 children in TN foster care each year. Acheived and maintained up-to-date enrollments and streamlined processes for clear and consistent monthly tracking.

Administrative Assistant/Account Manager - Employee Benefits at Insurance Management Services, Inc.

January 2012 - March 2013 (1 year 3 months)

Administrative Assistant, Vice President, Employee Benefits in the role of Account Manager for 43 small business and corporate clients facilitating all account actions.

Readied clients for implementation of the Affordable Care Act ensuring those in leadership capacities were aware of and prepared for actions necessary to meet state and federal requirements.

Consistently achieved positive outcomes in account service operations; i.e. reviewed billing and account status with client and/or employees personally, audited customer statements for hospital and health care service billing to ensure accurate allocation, payments and refunds, provided continued follow up until all billing issues were resolved, in-person reviews with corporate leadership of employee benefit offerings for yearly renewal, conducted open enrollment meetings with staff to present yearly benefits packages.

Regularly communicated and coordinated with BlueCross/BlueShield, HUMANA, United Healthcare, VSP, Delta Dental and Assurant insurance providers.

Maintained open communication with corporate HR Departments to provide greater understanding of benefit specifics.

Administrative Assistant at Omni Visions, Inc.

January 2006 - April 2011 (5 years 4 months)

Responsible to represent Senior Leadership being mindful of diplomacy, discretion and confidentiality. Assistant to the CEO, Vice President and Chairman of the Board.

Omni Visions, Inc. is a State contracting agency providing foster- care/adoption services and direct-care services to adults and children with developmental and intellectual disabilities. The Company has offices and staff in 3 states and is an ESOP corporation.

Administrative and Customer Service, Department Manager

May 2004 - August 2005 (1 year 4 months)

Responsible for member orders reaching \$600,000 monthly in total sales.

Hired, trained, completed employee work scheduling and performance reviews for customer service and administrative staff totaling 10 persons.

Direct contact for customer complaint resolution as well as franchise dissatisfaction and all general service complaints.

Implemented franchise and management policies and procedures as directed by the franchise corporate office and local owners.

Music Industry Professional: Writer, Vocalist, Consultant, Teacher

January 1991 - May 2004 (13 years 5 months)

Contracted staff song writer with music publishing companies; over 100 songs published. 17 songs cut on independent and major market recording artists.

Artist Recording deals with SONY Music and Warner Bros.

Studio and stage vocalist for major market recording, television and commercial accounts:

- Backing studio vocalist on 1 million + sales of major market recording artists.
- Live touring talent with Kenny Rogers Productions nationally and internationally.
- Commercial vocals provided for Diet Coke, Pizza Hut and TNN Network accounts.
- Contract vocalist for recording artists and publishing companies including SONY, MCA, EMI and numerous others.
- Live stage talent for Billboard Music Award, Pre-Show/New Artist Showcase, various major market and indie label showcases and artist label meetings.

AFTRA (American Federation of Television and Recording Artists) Board Member , 2002-2004.

Studio coach and industry consultant provided on detailed contract basis.

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