

LisaAnn Tom

SUMMARY OF QUALIFICATIONS

- 16 years of experience with T-Mobile Accessibility
- Actively promote awareness for Relay Services to empower the Deaf, DeafBlind, Hard-of-Hearing, and those with speech disabilities
- Effectively interact with staff, management and customers
- Analyze complex situations and create possible communication solutions for customers' needs, and provide customer support
- Plan customer focus activities, training, and develop programs under deadline.
- Driven to work independently or on a team.

EDUCATION

Gallaudet University, Washington, D.C.
M.A., *School Counseling and Guidance*, 1999

California State University, Northridge, Los Angeles, CA
M.S., *Recreation Administration*, 1997

California State University, Northridge, Los Angeles, CA
B.S., *Leisure Studies and Recreation*, with an emphasis: *Leisure Enterprise Management (Outdoor Recreation & Children's Play)*, 1992

EXPERIENCE

Relay Hawaii / T-Mobile Accessibility, Honolulu, HI
Associate Accessibility Relationship Manager – 2020 to present
Responsible for planning, developing, and managing the outreach and equipment distribution program while promoting awareness about Relay Hawaii Services to empower Deaf, DeafBlind, Hard-of-Hearing, and those with speech disabilities to ensure that they are able to lead improved lives in the State of Hawaii

Sprint Relay Hawaii, Honolulu, HI
Customer Relations Manager – 2006 to 2020
Responsible for planning, developing, and managing the equipment distribution program while promoting awareness about Relay Services to empower Deaf, DeafBlind, Hard-of-Hearing and those with speech disabilities to ensure that they are able to lead improved lives in the State of Hawaii.

Comprehensive Service Center, Honolulu, HI
Domestic Violence Awareness Program Support Specialist – March to June 2019
Worked with DVAP Support Specialist and intern on developing scripts on different types of abuses, recruiting deaf individuals for vlogs. Collected resources related to Domestic Violence.

Comprehensive Service Center, Honolulu, HI
Deaf Self Advocacy Trainer – March to June 2018
Responsible for developing DSAT PowerPoint presentation with DSAT Trainer to tailor Middle and High school students' levels related to self-advocacy and leadership skills, creating fun activities related to team-building, Academic Bowl and role play.

Kapi'olani Community College, Honolulu, HI
Academic Counselor – 2004 to 2006
Provided full range of counseling and other student personnel services to deaf and hard-of-hearing students, educational assistants, and educational interpreters enrolled in vocational and pre-vocational education programs offered at the college. Provided orientation, monitored academic

progress, addressed and facilitated the learning support and accommodation needs of students and promoted liaison with instructional faculty. Worked cooperatively with other counselors/instructors on various tasks.

California School for the Deaf, Riverside, Riverside, CA

School Counselor – 1999 to 2004

Provided individual and guidance counseling to deaf and hard-of-hearing students from K-12. Led groups related to: Character Counts, social skills development, sexual harassment prevention, anger management, conflict resolution, and peer relations. Participated in supervision, Individualized Education Plans (IEP), counselor team meetings and worked with dorm staff and students.

Arizona School for the Deaf and the Blind, Tucson, AZ

Counseling Intern – Sprint 1999

Provided individual and guidance counseling to deaf and hard of hearing students from 1st to 12th grade. Lead and co-lead groups related to: Peace Builders, social skills development, and drug/alcohol awareness. Participated in IEP, mental health team, vocational, and Counselors and Psychologists services (CAP) meetings. Observed supervisor in evaluating students related to suicide threat assessment.

AFFILIATIONS

Disability:IN Hawaii – Honolulu Chapter, Member	2022 to present
Youth Program Director, Aloha State Association of the Deaf	2013-2015
Deaf & Hard of Hearing Advisory Board to Vocational Rehabilitation, Chair	2012-2014
Deaf & Hard of Hearing Advisory Board to Vocational Rehabilitation, Board member	2005 to present
Deaf and Blind Task Force, under discretion of Senator Suzanne Chun Oakland	2005-2017
HI Gallaudet University Alumni Association, Vice President	2008-2011

AWARDS & RECOGNITION

Sprint Relay Customer Relations Manager-Person of the Year Award, Sprint Relay	2012
Peer Award (Relay Program Manager), Sprint Relay	2011
Sprint Relay Sales Award, Sprint Relay	2010
Asian Deaf Conference Leadership Service Award, National Asian Deaf Congress	1997
Special Recognition, 1994 California Park and Recreation Society (CPRS) Scholarship & 1994 Mrs. Bert Scholarship	
Brotherhood and Sisterhood of Lions of California/Nevada	
Wilderness Camp for Deaf Children Service Award	1993

REFERENCES

References available upon request