

# TKeyah Loggins

**Social Media:** <https://snipfeed.co/tkeyahonline>

Rock Island, IL 61201

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## Work Experience

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### **Stylist**

Rent the Runway - Remote

April 2022 to Present

Deliver exceptional service managing membership accounts and develop lasting relationships with customers via channels for communication - live chat and email.

- Top 10% of the company for quality assurance

### **Sephora Beauty Advisor (Team Lead)**

JCPenney - Davenport, IA

May 2021 to April 2022

Effectively educated shoppers on the benefits of prestige cosmetics and assist with finding alternative items to overcome objections.

- Location finished +7.6% to plan YTD 2021 and #1 in the district

### **Customer Service Representative**

Teleperformance - Remote

November 2020 to May 2021

In-bound customer service agent in a work-from-home call center environment.

- Resolved an average of 300 inquiries a week and consistently met performance benchmarks: customer satisfaction 99% on goal of 93%, first-call resolution 87% on goal of 85% and quality assurance 100% on goal of 92%

### **Counter Manager**

Von Maur - Moline, IL

July 2019 to November 2020

Provided beauty advice to customers in a luxury department store setting and through outbound sales calls.

- Exceeded SPH targets by an average of 65% and consistently held a UPT higher than department sales

### **Paralegal**

State's Attorney Office - Rock Island, IL

June 2017 to August 2018

Acted as a "gatekeeper" to three supervising attorneys — presiding over all schedules, calls and mail for the civil division.

- Draft legal documents and correspondence in association with civil lawsuits, union grievances and petitions for involuntary commitment
- Created the office manual for newly-mandated electronic filing and responsible for filing with the clerks

### **Legal Secretary**

Public Defenders Office - Davenport, IA

August 2016 to January 2017

Temporary receptionist for attorneys of indigent defendants.

- Screened potential clients for jurisdiction and income qualification
- Input case notes and upcoming court dates into an electronic database following each appearance
- Notify appropriate parties of status updates in a timely and confidential manner

### **Legal Intern**

Town of Normal

March 2015 to May 2015

Received an "A" for 3 credit hours of entry-level paralegal work.

- Arranged trial notebooks for the attorney
- Client intake at the courthouse
- Witness to weekly adjudication hearing

### **Scheduler**

State Farm Mutual Automobile Insurance Company - Bloomington, IL

December 2014 to March 2015

Utilized a new Excel system to assign tasks to call center representatives.

- Processed daily schedules, time off requests, shift changes, call-ins and vacation hours for 200 agents per day.

### **Administrative Assistant**

First Site Ltd. - Normal, IL

March 2013 to October 2014

Licensed leasing agent tasked to mitigate company damages through early dispute resolution.

- Investigated each tenant/co-signer dispute regarding roommates/neighbors, security deposits or maintenance and produced a written resolution
- Dispute settlements raised Better Business Bureau score from F to an A+ rating

### **Housing Counselor**

U of I Tenant Union - Champaign, IL

January 2011 to August 2012

1 of 4 advocates staffed as a resource for on-campus students living in privately owned housing.

- Informed tenants on applicable landlord-tenant civil codes and/or other relevant housing laws

- Reviewed apartment leases with over 8,000 tenants and suggested written changes to negotiate with the lessor
- Documented public complaints against the lessors for violations of the lease or law and served as the mediator in negotiating resolutions between all parties

## Education

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### **Juris Doctor (J.D.)**

Northwestern California School of Law  
April 2022 to Present

### **Bachelor's in Political Science, Minor in Legal Studies and Spanish**

Illinois State University  
2012 to 2015

### **Bachelor's in Broadcast Journalism**

University of Illinois at Champaign-Urbana  
August 2010 to May 2012

### **High school or equivalent**

Rock Island High School  
2006 to 2010

## Certifications and Licenses

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### **Paralegal Certificate**

Present

ABA Approved

## Assessments

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### **Work Style: Reliability — Highly Proficient**

October 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

### **Administrative Assistant/Receptionist — Highly Proficient**

October 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

### **Legal skills — Highly Proficient**

December 2020

Assisting practicing attorneys in the preparation for litigation proceedings

Full results: [Highly Proficient](#)

### **Attention to detail — Highly Proficient**

January 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

### **Real estate — Expert**

May 2020

Matching listings with specifications

Full results: [Expert](#)

### **Sales skills — Expert**

December 2021

Influencing and negotiating with customers

Full results: [Expert](#)

### **Data entry: Accuracy — Highly Proficient**

October 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

### **Customer service — Highly Proficient**

February 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Groups

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### **Court Appointed Special Advocate (CASA)**

January 2023 to Present

A volunteer advocate appointed by the Judge as a "Friend of the Court," on behalf of children who have experienced abuse or neglect.

- Collaborate with legal and child welfare professionals, educators and service providers to ensure that judges have all the information they need to make the most well-informed decisions for each child.
- Recommend child placement and service options, and monitor's the child's progression until the case is released by the Court.

## Additional Information

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Spanish (Intermediate)