

ERIKA LARANJO PETERS

EDUCATION

*Tertiary Holy Cross of Davao College, Inc. Sta. Ana Avenue, 8000
Davao City, Philippines*

*Bachelor of Science in Business Administration Major in Human
Resource Development Management*

RECENT WORK EXPERIENCE

State of Washington- Employment Security Department

[2021/2]—[Present] Leave and Care Division

[2020/4]—[2021/ 1] Unemployment Division

- Providing quality telephone assistance to claimants.
- Communicating basic reporting requirements, benefits, and eligibility rights in conformity with State Laws and redirecting customers to appropriate agencies if needed.
- Identifying unemployment insurance issues.
- Providing problem resolution to e-Services and SAW navigation questions.
- Analyzing, evaluating, and completing non-phone assigned cases using a consistent interpretation of laws, processes, policies from RCWS, WACs, and UIRMs for completeness and correctness.
- Performing updates to claimant unemployment insurance accounts. Integrating documents into systems or storage areas. Assist claimant who wanted to request public records.
- Adjudicating cases in Identity verification, Incomplete Employer Information, and Timely Claiming projects.
- Adjudicating cases related to medical and family leave for both claimant and employers.
- Collaborating with Supervisors and Leads to ensure Potential New Claims and Standby cases are filed and that claimants are paid on correct program eligibility with emphasis on timelines, accuracy, completeness, and compliance.
- Conducting quality assurance audit on cases done by other agents who filed Potential New claims, but had PEUC extensions on the wrong claims.
- Making sure waivers are issued to claimants who will have overpayment that claimant was not at fault.

State of Washington- Employment Security Department Employee Resource Group Co-Chair

[2022/3]—Present

- Attending ERG Lead meetings
- Lobbying with Executive leadership team on current issues concerning the AANHPI employees, partners, and communities
- Facilitating ERG meetings
- Promoting the ERG
- Building an agenda with Administrators
- Brainstorming ANHPI Activities, annual plan, and group goals

SKILLS:

Possess communication, time management, multitasking, organization, and analytical skills. Cooperatively and collaboratively working with people from diverse backgrounds.

COMMUNITY ENGAGEMENT:

Current co-chair for AANHPI Employee Resource Group-FOPINHA for WA State Employment Security Department.

INTERESTS:

Project management and data analytics.

CONTACT

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PERSONAL DATA:

Nationality: Japanese
Birth date: March 28, 1990
Status: Married, Military Spouse
Tri-lingual (English, Japanese, Tagalog)

State of Washington- Employment Security Department Employee Resource Group Communication Liaison
[2021/2]—[2022/2]

- Coordinating with members for potential articles and stories for Inside ESD publishing
- Pitching stories and articles to Caitlin Cornier
- Updating InsideESD Calendar of Events
- Managing and updating ERG page
- Posting educational articles, videos, images about events/ holidays that highlight the AANHPI community
- Provide guidance to Communications sub-committee
- Cross posting from WIN and HAPPEN Business Resource Group newsletters
- Highlighting upcoming ERGs, Agency, and State upcoming events
- Writing, editing, and distributing a variety of internal and external communications
- Attending Communication Liaison monthly meeting

State of Washington- Employment Security Department Engagement Team member

[2021/1]—[2022/1]

- Analyzing data for 2021 engagement survey results
- Taking an equity lens to data
- Drafting, editing, and sending agency communications related to employee engagement
- Piloting programs to increase engagement and retention with the employees (mentorship, innovation in action, and Developmental Job Assignment)
- Refreshing resources (The Well, Let's Connect)
- Developing recognition program

Kakaku.com – Media Associate

[2017/4]—[2019/12]

- Supporting App and Website Customer Service.
 - In-charge content making for SNS postings for Facebook and Twitter.
 - Translating Japan-Philippine Business proposals.
 - Receiving, sorting, analyzing, evaluating, and responding to collaborations and interests for paid advertisements.
 - Designing and developing electronic forms and layouts.
 - Setting up and meeting clients via Skype for proposal reviews and discussions.
 - Reviewing and proofing of content of our website (pricing, specs, and features/articles).
- Recruiting Filipino writers, providing job descriptions, and training them of formats needed to optimize wording in a way that they will be picked up by the search engines like Google.

374th Maintainer's Squadron, Yokota Airbase Key Spouse

[2015/1]—[2019/11]

- Maintaining consistent contact with spouses and families and listens to concerns.
- Assisting families in finding and utilizing available base and community resources.
- Serving as a communication and support link between the Commander, First Sergeant and unit families.

Yokota AFB 374th FSS- Clerk

[2016/4]—[2017/2]

- Greeting customers.
- Responding to customers' complaints and take necessary actions resolve their issues by ensuring procedure followed by staff are in adherence with FSS policy.
- Sorting and counting currency and coins.
- Process exchanges, refunds, credit card and check payments.

Akishima Board of Education- Assistant Language Teacher

[2015/4]—[2016/3]

- Helping students better communicate through fun and engaging language activities.
- Reviewing and conducting quality assurance on tests and quizzes made by Japanese English teachers.
- Respecting, adhering to, and cooperating with efforts to establish Japanese school customs and exercising appropriate cultural sensitivity under all circumstances.