

TANYA SERING

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PROFESSIONAL PROFILE

Patient-centered professional with a collaborative approach to assess, plan, facilitate and advocate for options and services. Communicates effectively in order to meet individual needs, coordinate available resources in order to promote quality outcomes and treat others with dignity and respect.

- **High Academic Honors Recognition / Honor Roll**
- Communication skills needed to provide healthcare and community setting support and advocacy
- Promote adherence to relevant public policies, rules, and ethical practices including patient confidentiality
- Address issues related to funding, resource allocation, and the design and delivery of support services
- Electronic Medical Records (EMR / EHR) | Aloha | Clear Touch
- Microsoft Office / MS Excel | MS Word | MS PowerPoint | Typing Speed: 45 WPM

KEY QUALIFICATIONS

Basic Understanding of Cognitive and Emotional Crises ▪ Intervention Strategies ▪ Client Confidentiality Legalities
HIPAA Compliance ▪ Community Based Referrals ▪ Group & Community Advocacy
Critical Thinking & Crisis Intervention ▪ Human Growth & Development ▪ Individual & Family Life Cycles
Self-Care Strategies ▪ Appropriate Boundaries ▪ Preventative & Remedial Approaches to Public Health
Planning & Coordination for Vulnerable Populations ▪ Social Welfare Systems Competencies
Cultural Diversity & Social Group Dynamics ▪ Ethical & Value System Identification

EDUCATION

Ultimate Medical Academy | Associate of Science Degree – Health and Human Services, 2019

PROFESSIONAL EXPERIENCE

BCRI (Baltimore Crisis Response, INC)

02/2026-Present

Peer Support Specialist Opioid Outreach Stabilization Services Team

- Work collaboratively with members of EMS and other members of BCRI's team to provide support and resources to individuals experience substance use issues or homelessness.
- Work with individuals in a substance use crisis to develop a crisis plan, provide linkage to care and introduce other crisis planning tools to the individual as needed.
- Respond alongside EMS to overdoses in Baltimore city to provide linkage and connection to services.
- Work with individuals in crisis to assist with continuity of care by giving them mental health, addiction, peer recovery support and other needed resources.
- Build relationships with addiction, mental health and homeless outreach providers, peer recovery support and other community resources
- Performs timely and accurate documentation of all clinical and client-related information
- Maintains professional open, effective, and appropriate communication with clients, BCRI staff, management, outside agencies and the public
- Empower participants to become self-advocates for their own recovery/wellness
- Maintains professional boundaries with clients, staff and other outside agencies
- Works with all clients from a strengths-based perspective, providing support and encouragement as they move forward in their recovery

Maryland Coalition of Families- Baltimore, MD

11/2020-01/2026

Team Supervisor Baltimore City SUD (Previous) /Certified Family Peer Support Specialist Mental Health and Substance Use Disorder/Lead Project Coordinator

- Partner with the Training Coordinator to plan and develop the statewide event calendar for DJS Open Houses and Workshops.
- Provide education and support to families referred from DJS to negotiate their way through the social, legal, educational and health care systems.
- Facilitate a process for families to develop a plan to: clarify the problem(s); provide emotional support; identify needs and strengths; and identify resources including appropriate levels of services, entitlements, community resources and other natural supports.
- Assist families and youth to build their own community based support network, and ensure that their goals are integrated into one unified plan as necessary.
- Facilitate families accessing supports and services by: sharing information about resources and supports; making phone calls to connect families with resources; providing guidance in completing forms and applications; supporting families to fully understand their rights; reviewing documents such as IEPs or reports with families to ensure they fully understand documents; empowering families to effectively articulate their concerns and needs; accompanying families to meetings; and educating families on laws, policies and procedures.
- Build and maintain strong partnerships with DJS staff as well as agencies and providers of services related to behavioral health and other child-serving systems.
- Serves as organization's outreach ambassador in the community to disseminate information on programs and services, provide education on how to make a referral, direct people to our website, follow us on social or to sign up for our newsletter, distribute collateral outreach materials and other activities that raise awareness and advance the work of the organization.
- Ensure that families are equal partners in planning, implementing, monitoring and evaluating their own plans.
- Facilitate training workshops in assigned region for families that are involved with DJS as assigned in contract deliverables.
- Facilitate open house events in assigned region for families and community partners as assigned in contract deliverables.
- Partner with other members of the Peer Support team to create and maintain a centralized, updated directory of behavioral health resources, including support meetings, screening and referrals for treatment, family education groups therapeutic and/or pro-social recreation, volunteer training opportunities and other services designed to meet the needs of their family.
- Collaborate with other MCF staff to develop support and educational programs that empower families.
- Partner with other MCF staff to serve families of youth/young adults with complex needs.
- Administrative duties to include maintaining client files, submitting required documentation, active participation in supervision and in MCF internal and external training opportunities.
- Other duties as assigned

Papa's Smokehouse and Saloon – Baltimore, MD

11/2016 – 02/2020

Manager

- Pay all bills pertaining to the restaurant and bar
- Hire and train new employees
- Organize meetings and delegate tasks
- Complete and calculate daily paperwork and reports of sales and expenses
- Process payroll through ADP and properly calculate employee hours and deductions

St Casimir's Savings Bank – Baltimore, MD

11/2005 – 04/2018

Teller / Customer Service

- Completed daily reports of deposits and withdrawals through MS Excel
- Opened new accounts for customers and provided overrides when needed
- Responsible for cash drawer and bank vault
- Replenished teller's cash drawer and ordered cash for the branch through an automated system

- Attended weekly meetings to discuss ways to promote new accounts and ways to maintain current customers
- Answered phones and verified customer information