

Hatsuko Toennies

Hearing Officer

Profile

Results-oriented Hearing Officer with 2 years of experience in conducting fair and impartial hearings, ensuring compliance with relevant laws and regulations. Adept at managing case files, analyzing evidence, and making well-informed decisions to resolve disputes effectively. Strong communication and interpersonal skills, with a proven ability to build rapport with stakeholders and maintain confidentiality. Committed to upholding the highest standards of professionalism and integrity in the pursuit of justice.

Employment History

Hearing Officer at Georgia Office of State Administrative Hearings, GA

Feb 2023 - Present

- Successfully resolved over 1,000 cases in a year, contributing to a 95% case resolution rate within the Georgia Office of State Administrative Hearings.
- Streamlined case management processes, reducing average case processing time by 20% and increasing overall efficiency within the office.
- Conducted 50+ training sessions for new hearing officers and support staff, improving overall knowledge and competency within the Georgia Office of State Administrative Hearings.
- Implemented a new digital filing system, resulting in a 30% reduction in paperwork and a 15% increase in overall productivity for the office.

Associate Hearing Officer at Georgia Department of Labor Hearing Officer, GA

Sep 2021 - Jan 2023

- Successfully resolved over 1,200 unemployment insurance appeal cases in a fiscal year, leading to a 20% increase in case resolution efficiency for the Georgia Department of Labor Hearing Officer.
- Conducted 250+ hearings per quarter while maintaining a 90% on-time completion rate, resulting in improved customer satisfaction and reduced backlog of pending cases.
- Implemented a new case management system that led to a 30% reduction in administrative tasks for the hearing officers, increasing the overall productivity of the department.

Certificates

National Association of Hearing Officials (NAHO) Certification

Apr 2022

Certified Administrative Law Judge (CALJ)

Oct 2020

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📍 123 Peachtree St, Atlanta, GA 30303

Education

Master of Laws in Administrative Law at Emory University School of Law, Atlanta, GA

Aug 2016 - May 2021

Relevant Coursework: Administrative Law Principles, Constitutional Law, Judicial Review, Legislation and Statutory Interpretation, Regulatory Compliance, Public Governance, Legal Research and Writing, and Alternative Dispute Resolution.

Links

[linkedin.com/in/hatsukotoennies](https://www.linkedin.com/in/hatsukotoennies)

Skills

Mediation

Negotiation

Active Listening

Decision-Making

Conflict Resolution

Legal Research

Case Analysis

Languages

English

Bengali