

Courtney Walder Tella, BSLS

Curriculum Vitae

Founder and Principal Mediator of The Peace Group, Inc., headquartered in Houston, TX. I earned my Bachelor of Science degree in Legal studies from Texas Woman's University. Along with earning my mediation skills and training from El Centro College and Southern Methodist University, I continue to hone my skills by engaging in continuing education, training courses, workshops, etc. I have earned the status of Credentialed Advanced Mediator, having over 10 years of experience in workplace, landlord/tenant, civil, medical balanced billing, and probate cases. I have a proven track record of reaching agreements in high conflict cases.

PROFESSIONAL EXPERIENCE:

Mediator/Arbitrator

The Peace Group Inc.-Houston, TX

2012 to Present

Rostered Mediator: Texas Department of Insurance – Balanced Billing Program

- Facilitates communication between two opposing parties in a dispute and helps guide them to a mutual agreement
- Holds introductory meetings with disputing parties and educates them about the mediation/arbitration process
- Report, track, and follow-up on all mediated/arbitrated cases
- Creates and maintain all files involved in the mediation/arbitration process

Mediator for: Hawaii Mediation Center of the Pacific – State mandated Eviction Mediation Program

- Plan, direct and mediate pre-eviction cases.
- Conducts case analysis, discovery, evidence, and testimony review
- Draft settlements and collaborates with property managers, support services as required.

Rostered Property Tax Arbitrator: Texas Comptroller of Public Accounts

- Conduct and hold hearings
- Examines facts, drafts, and renders binding decisions
- Conducts Case analysis, discovery, evidence, and testimony review based on Texas Property Tax laws.

Impartial Hearing Officer (IHO): Texas Workforce Commission

- Reviewing Customer/Applicant appeals.

- Issuing orders as necessary.
- Conducting pre-hearing conferences, and administrative hearings.
- Developing the record of the hearing.
- Hearing testimony, reviewing documentary evidence and hearing transcripts.
- Rendering decisions, based on applicable laws, regulations, rules, and policies which include written findings of fact and conclusions of law.

EDUCATION / TRAINING

- Texas REALTOR® - RRG Consulting- Arbitration Certification
- El Centro College- Advanced Family Training
- Southern Methodist University- Basic Mediation Training/ Negotiation Training
- El Centro College- Basic Mediation Training
- Texas Woman's University- B.S., Legal Studies

CERTIFICATIONS / CREDENTIALS

- Credentialed Advanced Mediator – Texas Mediator Credentials Association (TMCA)
- Advanced Family Mediation Certification
- Basic Mediation Certification
- State of Texas Real Estate License

ASSOCIATION MEMBERSHIPS

- Texas Association of Mediators
- Association of Conflict Resolution- Houston Chapter
- American Bar Association (Alternative Dispute Resolution Section)
- National Association of REALORS®, Texas REALTORS®, Houston Association of REALTORS®

VOLUNTEER SERVICES

- Better Business Bureau of Greater Houston
- Harris County Dispute Resolution Center