

LINDA BASS
Mediator and Arbitrator

PROFESSIONAL EXPERIENCE

October 2015-Present DISPUTE RESOLUTION SERVICES OF NORTH TEXAS, INC.
Training & Volunteer Coordinator (part-time)

- Coordinate Basic and Family Mediation trainings in compliance with Texas Mediator Trainer Roundtable (TMTR) standards and Texas ADR statute
- Plan and implement advanced mediation trainings
- Edit and evaluate printed and electronic training materials for accuracy and relevancy
- Secure professional CE/MCLE accreditations for Licensed Social Workers and Licensed Attorneys
- Oversee mediators volunteer service via mediation roster, DRS database and agency compliance
- Serve as liaison between DRS and other professional organizations agencies
- Adhere to DRS' record retention program with regards to volunteer and training records
- Coordinate with staff in various DRS community outreach initiatives
- Perform other duties as assigned and as needed

September 1980-May 2013 STATE FARM INSURANCE COMPANIES, INC.
P&C Claims/Litigation Manager

- Managed insurance claim representatives and conducted annual performance reviews
- Responsible for overseeing contract and DTPA lawsuits filed against the Company
- Edited status reports and settlement authority requests prior to Corporate review
- Served as Company representative at mediations and trials
- Co-directed a project which encouraged greater subrogation efforts within Auto Claims
- Implemented Access database for litigation support teams in North and South Texas
- Conducted monthly staff meetings
- Conducted CE training sessions for staff
- Participated on interview teams
- Claim Representative – Auto, Property, Liability

August 1976-1980 EDUCATION TALENT SEARCH
Counselor

- Focused on low-income high school students preparing for secondary education via grant program
- Coordinated college prep activities with on-site high school counselors
- Helped families and students complete college and federal aid applications
- Conducted college workshops for high school juniors preparing for senior year and ACT/SAT

EDUCATION

LeTOURNEAU UNIVERSITY
December 2014

M.A. Psychology

NORTHLAKE COLLEGE
October 2007

Conflict Resolution Certificate

UNIVERSITY OF TENNESSEE – KNOXVILLE
1972 – 1975

B.A. Human Services

PROFESSIONAL DESIGNATIONS

Arbitrator/Mediator – TDI
January 2020

BBB Auto Arbitrator Certification
November 2019

Charter Life Underwriter (CLU)
May 2003

Charter Property Casualty Underwriter (CPCU)
October 1995

Family Mediator Certificate
DRS, November 1990

Basic Mediator Certificate
DRS, July 1990

LICENSES

01 Adjusters License– 1985 -- Current