

## **CECILE HANNA - BIO/CV**

Cecile Hanna serves as an Arbitrator and Mediator for both state and national dispute resolution. She has over twenty years of experience as an Administrative Law Judge in a wide array of disputes. Her extensive experience includes franchise law, insurance, business valuation, proper application of dealership warranty work, regulatory discrimination, buy-sell agreements, operating costs of regulated utilities, and regulatory licensing compliance. Cecile possesses extraordinary attention to detail and the ability to politely and professionally keep parties focused on the relevant issues while maintaining a positive approach to problem resolution. As an Arbitrator, Cecile conducts state-wide arbitrations for the Texas Comptroller of Public Accounts Property Tax Division, the Better Business Bureau local business dispute resolution, and the Texas Department of Insurance medical health benefit plans, providers, and facilities dispute resolution. On a national level, Cecile arbitrates for the Better Business Bureau AutoLine vehicle warranty disputes (i.e., Lemon Law) and Verizon Wireless. She carefully analyzes the facts with the applicable law and impartially awards precise and fair decisions during Arbitration. During Mediations, Cecile navigates parties to reach a mutually agreeable resolution. She holds mediations for the Better Business Bureau and the Texas Department of Insurance. Cecile trained in mediation at the National Judicial College and is currently a Candidate for Credentialing with the Texas Mediator Credentialing Association. Cecile has served as a Member of the Travis County Appraisal Review Board and the Travis County Women Lawyers Foundation. She is licensed by the State Bar of Texas and holds a Juris Doctor from Baylor University School of Law and a Bachelor of Journalism Degree from The University of Texas at Austin.

# CECILE S. HANNA

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## PROFESSIONAL BACKGROUND

- 2019 - current      *Arbitrator, Texas Comptroller of Public Accounts, Property Tax Division*  
*Arbitrator, Better Business Bureau, AutoLine and Verizon Wireless, national*  
dispute resolution programs for auto warranty and wireless phone service  
*Arbitrator and Mediator, Better Business Bureau, Austin, Texas, local business*  
dispute resolution  
*Arbitrator and Mediator, Texas Department of Insurance*
- 2011- 2016      *Administrative Law Judge and Hearings Examiner, Railroad Commission of*  
*Texas, Austin, Texas*
- Preside over contested case evidentiary hearings involving natural gas utility regulation
  - Hold prehearing conferences, motion hearings, discovery status conferences and issue proposal for decisions, rulings and orders
  - Write detailed proposals for decision related to facts and issues in case
- 2010 - 2011      *Attorney at Law, Hanna Law, PLLC, Austin, Texas*
- Private practice in Administrative Law and Alternative Dispute Resolution
  - Independent Hearing Examiner for Texas Education Agency
- 1995 - 2009      *Administrative Law Judge, Motor Vehicle Division,*  
*Texas Department of Transportation, Austin, Texas*
- Preside over contested case evidentiary hearings involving motor vehicle manufacturer and franchise dealer licensing and enforcement matters
  - Hold prehearing conferences, motion hearings, discovery status conferences and issue rulings and orders
  - Prepare correspondence and issue rulings and orders
  - Write detailed proposals for decision related to facts and issues in case
- 1990 – 1995      *Attorney and Hearings Examiner, Texas Water Commission/Texas Natural*  
*Resource Conservation Commission, Austin, Texas*
- Review and prepare summary of items for consideration for public meetings
  - Prepare detailed written and oral recommendations to Commissioners
  - Preside over contested case evidentiary hearings involving hazardous waste, water quality, water rates, water rights and petroleum storage tanks

## EDUCATION

*Baylor University School of Law Waco, Texas, Juris Doctor*  
*The University of Texas at Austin, Texas, Bachelor of Journalism*

## TRAINING

Texas Property Tax Arbitration ADR Update, Houston, TX, 11/16/2019  
Civil Mediation, National Judicial College, Reno, NV  
Fair Hearings, National Judicial College, Reno, NV

## ACTIVITIES

Candidate for Credentialing, Texas Mediator Credentialing Association (TMCA)  
Past Secretary and Board Member, Travis County Women Lawyers Foundation  
Past Panel Chair, National Association of Administrative Law Judges (NAALJ)