

Application Form

Profile

Barbara E Robinson  
First Name Middle Initial Last Name

bornbarbr@gmail.com  
Email Address

7474 NW 33rd Street  
Home Address

Lauderhill FL 33319  
City State Postal Code

Mobile: (954) 651-8040  
Primary Phone Alternate Phone

Which Boards would you like to apply for?

Recreation Advisory Board: Eligible

Are you a Lauderhill resident?

☒ Yes ☐ No

How long have you been a Lauderhill resident?

20 years

Are you a registered voter in Broward County?

☒ Yes ☐ No

Do you have a contract or do business with the city?

☐ Yes ☒ No

Interests & Experiences

Have you served on a City board before?

☒ Yes ☐ No

If yes, which board? How many years?

Public Art Committee - 1 year / Recreational Advisory Board - 1 year

**Why are you interested in serving on a board? If you have not attached a resume, please describe any qualifications, skills, and abilities you possess that would directly benefit this board.**

I am interested in providing input on City sponsored services, resources and events that will enhance/improve the quality of life for the residents.

Upload a Resume

**Board Specific Questions**

**Demographics**

**Ethnicity \***

☒ African American

**Gender \***

☒ Female

05/17/1970  
Date of Birth

## **BARBARA E. ROBINSON**

Lauderhill, FL 33319  
954-651-8040

bornbarbr@gmail.com  
[linkedin.com/in/brobinson123](https://www.linkedin.com/in/brobinson123)

### **BUSINESS AND OPERATIONS MANAGEMENT PROFESSIONAL**

Highly successful Operations Professional with broad experience in areas including Operations Management, Sales, Client Services, Process Improvement, Contract Management and Sales Support. Customer-focused and quality-driven with a commitment to excellence, consistently increasing service standards, quality, and client satisfaction. Other areas of strength encompass:

- Total Quality Client Service
- Team Player/Collaborator
- Multi-tasking skills
- Dependable
- Exceptional communication skills
- Strong work ethics
- Federal Guidelines/Policies Compliance
- Detail oriented

Over 5 years of experience supervising call center teams in person and remote. An analytical thinker and problem solver with exceptional attention to detail with the ability to manage and control stress/composure in any situation. Strong foundation of ethics and high degree of integrity and loyalty. Proven record of taking on new challenges and exceeding performance expectations.

### **EXPERIENCE**

#### **Blackhawk Network, Pleasanton, CA** **Product Implementation Analyst II**

**11/2021 – present**

- Support sales & account management teams on implementation of client programs at product level.
- Coordinate and support branding and legal reviews for client materials and coordination of review process involving applicable departments in accordance with defined timelines.
- Manage compliance submission process and procedures to ensure Client Due Diligence and Payment Card Industry data collecting and data handling procedures are followed.

#### **Maximus (Federal Government), Fort Lauderdale, FL** **Call Center Supervisor - IRS**

**02/2020 – 11/2021**

- Assisted with the management & training of 60+ Supervisors
- Created & streamlined business processes to align with company goals and objectives
- Supported leadership, data analysts & Project Managers and collaborated with vendors to ensure appropriate staffing levels were maintained.
- Assisted with resolving issues/concerns between company divisions, functional areas and units.
- Recommended changes to policies and procedures that positively affected the organization.
- Oversaw the work of (800+) customer service representatives to ensure adherence to quality standards, deadlines, and procedures.
- Evaluated employees' job performance and recommended appropriate personnel action, including disciplinary action, performance improvement plans and termination.
- Performed operational tasks to ensure project and program service level requirements and goals were met.

### **Customer Service Representative – Census 2020**

- Followed defined Census program information, processes, and procedures as they applied to Census forms.
- Handled inbound and outbound contacts in a courteous, timely and professional manner
- Adhered to the Title 13 requirements for maintaining confidentiality of all Census data

**Parallon (Westside Regional Medical Center), Plantation, FL**

**08/2019 – 03/2020**

### **PRN Patient Access Registrar**

- Registered patients by interviewing them to obtain demographic and financial obligation
- Determined patient's insurance status to determine patient's financial obligation and collected payment prior to discharge.
- Backup for various positions within the Outpatient/Admissions department

**Fiserv, Coral Springs, FL**

**05/2014 – 08/2019**

### **Strategic Card Specialist/Proj Coord/Acct Mgr**

- Managed multiple consumer and corporate gift card order projects from initial request, vendor management, fulfillment services through invoicing.
- Created and maintained tracking reports on past, current and future projects for reference by clients and internal departments.
- Managed schedules, budget & provided updated project status to leadership on a weekly basis and notified appropriate departments of any critical issues that would negatively affect revenue.
- Negotiated pricing with vendors to secure the best pricing and quality products for the clients and profitability for company. This practice increased company's profit margin from 1.5% to 32% on key accounts.
- Scheduled and moderated weekly conference calls with vendors & implementation team to ensure project remained on schedule.
- Key clients include Shell, Dunkin', Estee Lauder, Chick-fil-A and other Fortune 500 clients.
- Deliver on commitments and share best practices with teammates to enhance performance. Selected as the new team member trainer.

## **ADDITIONAL RELEVANT EXPERIENCE**

**Comcast, Miramar, FL**

- Operations/Customer Service Supervisor

**Black Box Network Services (formerly NextiraOne/Racal), Miramar, FL**

- Manager, Operations - Data and Voice Install
- Lead Implementation Operations Planner

**NCS Pearson, Fort Lauderdale, FL**

- FCAT Test Scorer

**State of Florida (Dept of Children & Families), Plantation, FL**

- Public Assistance Specialist – Determined eligibility for AFDC, Food Stamps and Medicaid

## **EDUCATION, CERTIFICATIONS AND LICENSURE**

**Licensed Community Association Manager, State of Florida**

**Project Management Certification, Florida Atlantic University, Boca Raton, FL**

**Master of Business Administration (MBA), University of Miami, Coral Gables, FL**

**Bachelor of Science Degree in Computer Science, Fitchburg State University, Fitchburg, MA**

**Licensed Notary Public, State of Florida**

## **COMPUTER SKILLS**

Microsoft Office Suite (MS Word, Excel, PowerPoint, Outlook); MS Visio, SAP, Sales Force, Oracle, Ariba

## **COMMUNITY INVOLVEMENT**

**Broward Meals on Wheels** (1998 – present)

**Community Emergency Response Team, Lauderhill** (2019 – present)

**Lauderhill Recreational Board Committee, Lauderhill** (2023 – present)