

Application Form

Profile

Barbara E Robinson
First Name Middle Initial Last Name

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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

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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

11/2021 – present

Product Implementation Analyst II

- 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

02/2020 – 11/2021

Call Center Supervisor - IRS

- 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)