

RONNIE ABEL SANDERSON

Employment

1998-2014. Mediation Supervisor, Consumer Protection Division, Office of the Maryland Attorney General, Baltimore, Maryland. Responsible for the successful mediation of consumer complaints filed by Maryland residents against businesses. Recruited, trained and supervised volunteers who assisted in the mediation of complaints. Assisted in proposing new consumer protection laws and maintained database files detailing statistics and summaries of complaints. Planned and oversaw volunteer appreciation luncheons and events. Interfaced with federal, state and local legislators and law enforcement agencies regarding consumer issues. Supervised and answered consumer hotline.

1996-1998, Owner/Manager, Ronnie's Frozen Custard, Columbia, Maryland. Operated a frozen custard and dessert cafe, Hired, trained and supervised all employees. Maintained payroll and employee files. Selected vendors, ordered all inventory and maintained payment records. Baked pastries and manufactured custard daily in addition to serving customers.

1988-1992. Refugee Resettlement Counselor, Jewish Family Service, Baltimore Maryland. Provided counseling, housing, case management and financial assistance to refugees. Conducted ongoing family, couple and individual counseling. Coordinated resettlement effort of over one hundred refugees in Howard County.

Education

1994. Masters of Science in Applied Behavioral Science. Johns Hopkins University, Baltimore, Maryland. Specialization: Human Resource Development.

1990. Masters of Arts in Counseling Psychology. University of Minnesota, Minneapolis, Minnesota. Specialization: Vocational Counseling.

1978. Bachelor of Arts in Psychology. Brandeis University, Waltham, Massachusetts. Graduated cum laude with honors in psychology.

References

Available upon request.