

Yetta Roggerson

PROFESSIONAL SUMMARY

- 20+ years of community outreach experience
- Strong partnership building experience with various demographics
- Computer savvy with a strong MS Office experience (Word, Excel, PowerPoint, etc.)
- Extensive administrative and communications experience

EDUCATION

- George Washington University (School of Business), Washington, DC
Associate Certificate in Project Management
- Goucher College, Baltimore, MD
Certificate in Public Relations/Marketing
- North Carolina A&T State University, Greensboro, NC
Bachelor of Arts in Speech Communication and Theatre Arts

PROFESSIONAL EXPERIENCE

Howard County Public School System 2008-Present
Ellicott City, MD

Paraeducator (Elementary Education)

- Assists students in achieving academic success.
- Prepares instructional materials and provides clerical support.
- Supervises and monitors students throughout the school day.
- Assists teachers in preparing instructional materials, learning centers, and the implementation of lesson plans.
- Provides instructional support in computer laboratories
- Participates in faculty discussions and planning.

Verizon Communications 2005-2007
Washington, DC and Maryland areas

Supervisor – Field Operations

- Supervised service technicians and maintenance administrators responsible for installation and repair of voice and data for consumer and business customers.
- Developed and maintained a database of customer complaints and resolution of complaints.
- Worked closely with the Vice President, Directors, and Managers in identifying key business drivers that had an impact on capital and operating budgets.

- Responsible for employee development, performance appraisals, quality observations, field safety inspections, FMLA and Labor Relation issues.

Verizon Communications 2000-2005
Washington, DC, Maryland, and Virginia

Assistant to the President

- Responsible for database management of calls to the President's office.
- Acted as primary liaison for Verizon with the Public Service Commission, Better Business Bureau, Federal Communications Commission, and other external agencies and customer advocacy groups to research and resolve consumer and business customer complaints.
- Represented Verizon at various formal and informal hearings and community activities.

Verizon Communications 1995-2000
Maryland

Customer Advocate – Large Business

- Project managed over 100 accounts for customers with a minimum annual revenue of \$60,000 or more.

Verizon Communications 1980-1995
Washington, DC

Customer Service Representative – Billing and Sales

- Spearheaded the training and implementation of a sales project valued at \$75,000,000.
- Coordinated the establishment to obtain telephone service for students at colleges and universities.
- Coordinated the training and implementation of Team Based Organizations in the Baltimore, Maryland sales and service center.
- Exceeded monthly billing and sales objectives while providing outstanding customer service.

VOLUNTEER EXPERIENCE

- Howard County Martin Luther King, Jr. Commission
- Special Olympics - Howard County

TECHNICAL SKILLS EXPERIENCE

Network: Window

E-mail/Internet: Microsoft Exchange/Outlook

Operating Systems: Windows 2003, Windows XP, Windows 2000, Windows NT 3.51/4.0, Windows NT Workstation 3.51/4.0, Windows 95

Software: Office 365, MS Office Suite, MS Office, and Win 2000/2003, MS Project, Microsoft Exchange/Outlook, Lotus Notes, Corel Office Suite, WordPerfect Office, PhotoShop, Photopaint, Corel Draw.

Hardware: HP/Compaq Servers/Desktops/Laptops