

Contact

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www.linkedin.com/in/rodeline-robinson (LinkedIn)

Top Skills

Onboarding

Strategic Planning

Project Management

Languages

English (Native or Bilingual)

Haitian Creole (Native or Bilingual)

Certifications

Payroll Liaison

The Leadership Challenge

Notary Public Commission

ONLINE RECRUITMENT SYSTEM (OHC)

PeopleSoft Fundamentals

Rodeline Robinson, MBA

CEO

Fort Lauderdale, Florida, United States

Summary

I am a highly competent, diligent, and accomplished Administration executive with a successful track record overseeing the governmental operation, Human Resource activities, and Training for a large municipality agency. Currently, I am working as a Small Business Consultant, where my prime responsibilities is assisting small businesses in Broward County Learn and scale with Government Contracts. In addition, I am involved in reviewing, modifying, updating, and revising existing policies and procedures for small business organizations.

I have gained fifteen years of extensive experience as a Administrative Coordinator at Broward County Water and Wastewater ,Customer Service Supervisor at Hotwire Communication and Customer Service Representative at Teleperformance. At Hotwire Communication, I learned to interview, hiring and training technical and customer service representatives to respond to customer complaints and inquiries. In addition, generating memos, emails, and daily reports regarding the new company policies/procedures, identifying operational issues, and conducting weekly monitoring and evaluation of the agents' performances. At Teleperformance, I mastered the art of satisfying customers and resolving their concerns, accurately balancing the cash registers, inventory and building sustainable relationships with customers through interactive communication.

My passion is being a support to my peers, family and friends. I thrive in doing research. I became an Angel investor in 2020 which led to purpose in Accounting and Private Banking. I've self study and mastered crowd funding, investments, private banking and Consumer law and credit.

Experience

Social Security Administration
Customer Service Representative
October 2022 - Present (2 months)
Plantation, Florida, United States

Gather facts and evidence to establish eligibility for benefits.
Assist the public by answering a wide variety of questions both in person and via telephone.
Conduct interviews, investigate situations, and resolve issues.
Assess relevant information to determine ongoing eligibility for Social Security benefits.
Analyze a claimant's benefit payment history
Prepare, verify, and maintain Master Beneficiary Record.
Work with the public by telephone or mail regarding benefit and payment amounts for various Social Security programs.
Substantive analysis to make benefit determinations.
Solve problems through use of Social Security policies and regulations.

Meer Consulting Group LLC
Chief Executive Officer
August 2019 - Present (3 years 4 months)
Sunrise, Florida, United States

Government Contractor
Research and analyze impacts of Government action on federal contractor
Exceptional communication and relationship skills and ability to convey basic government contracting concepts clearly and concisely.
Strong Leadership Skills and ability to effectively establish goals motivate and drive performance allocate resources effectively.
Mobile and Online Notary Public
Serves as the official witness during the signing of important legal documents
Responsible for Administering oaths and affirmation, official witness during and signing of important document's to prevent and exceptional
Aid institutions that deals with financial and real estate transactions.
Keeping of client journal, book keeping and traveling to client locations.
Responsible for notarizing documents, witnessing the signing of documents and stamping documents

Broward County Government
Administrative Coordinator
June 2019 - March 2022 (2 years 10 months)
Pompano Beach, Florida

- Led Docuware, policy tech, ServiceNow, and PeopleSoftHR software implementation projects.
 - Coordinate Leave of Absence (LOA): Determine eligibility, Prepare letters and audit across all department
 - Support administrative process for employee terminations, inclusive of preparing termination letters and paperwork, terminating access and benefits, and conducting exit interviews.
 - Maintain compliance of employee personnel files, including tracking licensure and certification for 241 administration and blue-collar staff.
- Coordinate performance management program for 241 staff.

Hotwire Communications Ltd

Customer Service Supervisor

February 2013 - June 2019 (6 years 5 months)

Miami/Fort Lauderdale Area

Hired as a customer service representative exceeding performance scorecard monthly.

Promoted to Customer Service Supervisor after one year of due to exceeding performance evaluation, Fast learning technical abilities, and passion to teach and help organization of 77 call center representatives gain skills and grow successfully.

Managed and developed a team of 20 account managers, including recruiting , hiring, and training new team members on internal procedures and processes. Represented company in various corporate events respectfully and with honor.

Teleperformance

Sales/Technical Representative

January 2008 - February 2013 (5 years 2 months)

North Lauderdale, Florida, United States

- Sold third party technical support to ATT direct customers via telecommunications.
- Self-trained technical support skills to increase sales
- Developed empathy to deescalate the need for supervisor resolving customer issue follow the first call resolution standard.

Education

Western Governors University

Master of Business Administration - MBA, Business Administration and Management, General · (September 2019 - July 2021)

Broward College

Bachelor of Applied Science (B.A.Sc.), Operations Management and Supervision · (2016 - 2018)

University of Phoenix

Associates Degree , Human Services Management · (2007 - 2009)