

Darr, Savannah

From: Planning & Design Services <no-reply@wufoo.com>
Sent: Tuesday, November 26, 2019 3:01 PM
To: burcum.keeton@louisvilleky.gov; Darr, Savannah; Gorman, Becky
Subject: Architectural Review Committee Application Form

Name * Rhonda Lawson

Date of Application * November 26, 2019

Address *
Louisville, KY
40216 United States

E-mail address *

Employer * U.S. Department of Commerce

Ethnicity * Black or African American

Party Affiliation * Democrat

Occupation * Supervisor/Realtor

Which Historic Preservation District to you live in? * None

Primary Phone Number *

Volunteer Activities None currently. College coursework is taking up most of my free time now.

Have you ever served on any City and County Boards and Commissions? If yes, please list board/commission info, as well as dates of service. * No

Are you employed by Louisville Metro Government? * No

Do you or a member of your immediate family No
have ownership interest in any company that
does business with Louisville Metro
Government?

*

Do you or a member of your immediate family No
have ownership interest in any property that
is the subject of a condemnation proceeding,
planning and zoning proceeding or any other
administrative or court proceeding in which
Louisville Metro Government or its agencies
are interested parties?

*

Do you have any contract or matter pending No
before any Louisville Metro Government
agency? *

Have you ever been sued by the former City No
of Louisville, Jefferson County or Louisville
Metro Government? *

Please attach your resume *



[rhonda_lawson_resume_112619.doc](#) 69.63 KB · DOC

Electronic Signature *

Rhonda Lawson

Rhonda M. Lawson

Louisville, KY 40216

Professional Overview

I present a highly organized, detail-oriented professional who has experience working in corporate, government and the private sectors. The diversity in these different settings has allowed for continued growth in technological, analytical, team-building and multi-tasking skills.

Summary of Skills

- | | | | |
|-------------------------|----------------------------|-----------------------|--------------------------------|
| ◆ Licensed Realtor | ◆ Data Analysis Specialist | ◆ Computer Instructor | ◆ eLearning Support Specialist |
| ◆ Workforce Development | ◆ LexisNexis® | ◆ Data Management | ◆ NX StEPS |
| ◆ The Raisers Edge® | ◆ Professional Researcher | ◆ Leadership Training | ◆ Curriculum Writer |
| ◆ Census MAF/TIGER | ◆ Census ECORR | ◆ D-IPSE | ◆ Microsoft Office® |

Employment History

Supervisory Statistical Clerk

August 2016 - Present

United States Department of Commerce – Jeffersonville, IN

I currently supervise the Clerical Processing Unit (CPU) within the Survey Processing Branch (SPB). In this position, I provide professional customer service that addresses customer requests and resolve problems. I perform duties that requires exhibiting experience in statistical methods, procedures, and techniques for data collection processing. I work with data providers as well as handle files received in non-standard formats from respondents; and I document procedures, findings, and issues that arise from the various economic surveys processed within the unit.

In this role I use established deadlines to adjust schedules and priorities to ensure work is completed on time; I manage the operation, scheduling and control of census forms for the unit; I assume technical responsibility for accuracy and timeliness of census surveys and direct implementation of procedures according to sponsor specifications and procedures for developing timely and accurate measures for census data; and I direct employees who perform various editing transcription coding, matching, filing, sorting, telephone, and control functions necessary to process the census. I also have responsibility for diagnosing and resolving clerk-reported incidents with their computers. I have developed a database I utilize for tracking problems reported and their ultimate resolutions and provide feedback to my section chief on problematic trends the unit encounters. I am the conduit and facilitator for my unit's problem resolutions with their computer systems. I have responsibility for the installation and troubleshooting of upgrades and/or updates needed to ensure the unit's computer run smoothly on a consistent basis. I complete all software updates and search for new software on a regular basis. I have assisted IT with reimaging computers within my unit. I routinely install updated printer drivers for clerks, uninstall and reinstall NX Steps software, and perform hands-on computer-based training to individuals on the usage of other software programs used within the unit.

I participate in technical meetings with divisions and/or staff to resolve problems, render performance appraisals, grant leave, effect disciplinary measures, and advise management of persistent problems. I have outstanding attention to detail skills with the ability to multi-task, I take pride in providing great customer service to everyone and I possess wonderful oral and written communication skills, and I am very good at problem solving.

Lead Statistical Clerk

March 2016 – August 2016

United States Department of Commerce – Jeffersonville, IN

I worked in the Inspections Outgoing Work Unit (IOWU) as the Lead Clerk. I worked closely with the clerks to ensure appropriate procedures were being followed by the clerks responsible for performing a variety of quality assurance clerical tasks involving multiple projects in various stages. I verified the inspection of label formatting, packaging, address form assemblies, kit assemblies and print samples. I had to be able to recognize out-of-tolerance items, inconsistencies between those items, data reporting errors, and data entry errors and to determine the appropriate resolution and take the necessary action to obtain statistical accuracy.

Reason for leaving: Promotion

Donor Relations Assistant
The Talis Group – Louisville, KY

September 2015 – January 2016

Worked in Funds Development designing graphic postcards for periodic mailings, composed and mailed donor acknowledgment letters and ensured thank-you letters/cards were sent as expeditiously as possible. I refreshed and updated donor acknowledgement databases utilizing The Raiser's Edge software, Microsoft Access and Microsoft Excel. I was also tasked with providing online customer service support service to donors and potential donors attempting to create online accounts for their online contributions by working with them ghosting the software that enabled them to successfully create accounts. **Reason for leaving:** Temporary assignment

Licensed Realtor

February 2004 – Present

Work intimately with individuals assisting in the planning and development of their marketing strategy for the most effective listing and selling of their property. I provide negotiating strategies for potential buyers and creative techniques for enthusiastic sellers.

Marketing Representative
Amatrol, Inc. – Jeffersonville, IN

October 2012 – September 2015

Was the online computer support specialist for a regional territory of industrial and educational customers. In this role, I diagnosed and resolved problems in response to customer reported incidents with their technical training software. I researched, evaluated, documented and provided feedback on problematic trends within the e-Learning portal directly to company systems programmers. I provided e-Learning content management support to offsite customers by remotely connecting to their computer systems to ascertain difficulties being encountered and sent updates installation methods best suited for their computer environment. I worked in SharePoint to manage licenses and subscriptions for schools in my region. I performed over the phone troubleshooting of online software issues by ghosting customer's computer to determine if the software was working properly. I customized online data transfers of multimedia to guarantee customers received the ultimate online learning experience. I coordinated, communicated and managed logistics details to safeguard proper shipping of their learning systems; I prepared quotes, bids, and proposals and I conducted customer webinars to introduce and familiarize new administrators to the Learning Management System. **Reason for leaving:** Company downsized.

Supervisory Statistical Clerk
United States Department of Commerce – Jeffersonville, IN

August 2010 – July 2012

Coordinated and directed the activities work on the Non-Response Follow Up (NRFU) project. My unit was responsible for delivering, arranging, and organizing shelved map bundles for storage in the library. We conducted research using numerous internet-mapping sources, which also assisted in providing information to locate housing units and roads. We utilized sophisticated interactive software to update spatial digital databases, while preparing documents for scanning and electronic archiving; we assigned geographic location codes to address information and researched and resolved discrepancies between geographic databases. **Reason for leaving:** Completion of 2010 Census.

Business Owner
R.L.'s Administrative Technology – Louisville, KY

July 2007 – January 2010

Workforce Development Initiative - Collaborated with the State of Kentucky Workforce One to develop a computer-based training program. In this position, I created and prepared various types of training materials and presentations using various software programs to present information to a diverse audience of individuals. I provided displays/demonstrations and conducted training sessions of IT-related equipment, computer skills and software. I carried out studies and performed analyses that resulted in short course modules along with other job aids. I reviewed and evaluated audiovisual aids for courses from a variety of sources to identify those aids that most effectively and efficiently enhanced training. I prepared and maintained various reports, conducted evaluations of participants and maintained files as required. I was responsible for all training equipment and classroom logistics for each class.

I also created and tested instructional procedures for the program. I had responsibility for installing, configuring, upgrading, troubleshooting, and maintaining hardware and software for a computer lab of 15 PC's and laptops. I diagnosed and resolved computer problems and kept a log of all work performed for state auditors. I, created and escalated trouble tickets, installed, configured and maintained hardware and software in the Microsoft domain. **Reason for closing:** State of Kentucky budget cuts.

Document Specialist

May 2004 – June 2007

The Corradino Group – Louisville, KY

Prepared technical reports, contracts, and request for proposals for engineers; coordinated printing and production of large off-site print orders through third party vendors; created and maintained client project database; and compiled and reported monthly project statistics. **Reason for leaving:** Entrepreneurial opportunity.

Research Analyst

February 2002 – April 2004

Presbyterian Church USA – Louisville, KY

Lead researcher for conducting financial analysis of individuals to determine their capacity for charitable donations to the Joining Hearts and Hands Campaign. Had direct oversight for research and analysis processes; was responsible for collecting, sampling and skewing the statistical data obtained from LexisNexis and the Raisers Edge to manipulate their responses and test various methods to determine a person's propensity to donate to the campaign. I identified and recommended new practices to enhance the efficiency of network systems in addition to the LexisNexis and Raisers Edge software. I created, managed, and maintained a database of donor information; generated monthly and quarterly reports for internal and external stakeholders of donor contributions; and attended APRA conferences and workshops that helped develop my analytical and research analysis abilities. **Reason for leaving:** General Assembly budget cuts.

Adult Education Instructor

August 1999 – August 2009

Jefferson County Public Schools – Louisville, KY

I created and prepared various types of training materials and presentations using established precedents as models for the Jefferson County Public School system. I provided displays/demonstrations and conducted training sessions of IT-related equipment, computer skills, and software to a diverse audience of individuals from within the community. I reviewed and evaluated audiovisual aids for courses from a variety of sources to identify those aids that most effectively and efficiently enhanced training. I prepared and maintained various reports, conducted course evaluations and maintained files as required. I assisted with the processing of training requests and registrations, and I updated the training equipment and classroom logistics as necessary.

I provided hands-on instruction in various Microsoft Office software programs to individuals within the community seeking to improve their computer knowledge through the JCPS Lifelong Learning Series. As an instructor, I performed troubleshooting of the equipment, which included personal computers, software, printers, scanners and fax machines. I was responsible for diagnosing and resolving computer problems within the computer labs, I had to make certain the computer equipment maintained functionality during each quarterly training period. I assisted with operating system deployments and new application conversions because the updates were completed after normal school hours. I had responsibility for receiving, documenting, and responding to trouble tickets for the workstations. Courses I taught included: Introduction to Computers, Microsoft Word, Excel, Access and PowerPoint from beginning to advanced levels.

Professional Development

ESI International – Project Management

February 2011 - Completed 40 classroom hours of training

ESI International - Effective Time Management for Managers

September 2010 - Completed 24 classroom hours of training

Corporate Training - Train-the-Trainer Courseware, Critical Thinking, Business Writing, and Performance Management

July 2007 - Completed 60 classroom hours of training

APRA (Association of Professional Researchers for Advancement)

Membership February 2002 – February 2005.

Blackbaud University – The Raisers Edge 7.0

March 2003 - Completed 40 software training hours in fundraising software training

Education

Indiana University Southeast

May 2019 – Present. **Major:** Business Management

Jefferson Community and Technical College

January 2015 – May 2016. **Major:** Business Administration.

Semonin University

November 2003 – January 2004. **Major:** Principles of Real Estate
Licensed Realtor since 2004.

Sullivan University

July 1983 – June 1984. **Major:** Business Administration
Courses completed included Accounting I, Introduction to Economics, Basic English, and Professional Development

References

Professional and personal references are available upon request.