

Gloria Trott
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Call Center Experience
Supervisory Experience
Child Support Experience

* Security clearance October 2009 from DHS Federal Protective Service.
8 years IT security/administrator: assign, edit, delete user names and passwords for access to State of AL court files, DVM, Industrial Relations, credit bureau s, FBI, DOR, locate non-payors and non-custodial kidnappings worldwide, safeguard tax payor files and I-9 data, etc.

June 2009-May 2010

Call Center Agent for GSA for several federal government internet web sites. Answer questions about services provided on each site, provide assistance for logging in, entering information for registering on each site. These are Central Contractor Registration, Federal Business Opportunities, Gov. Grants, Catalog of Federal Domestic Assistance, Excluded Parties Listing, Federal Reporting, Federal Regulations, etc.

August 2008-December 2008

Call Center Consultant for US Department of Veteran's Affairs-Outbound and Inbound Calls to Iraq and Afghanistan Veterans, advising of changes in benefits, timed data entry input recording of results

Twenty-two years supervisory experience

March 2006-2008

Projects Coordinator

Montgomery, AL

Special

Policy Unit, CS Enforcement Division

* Serve on Children's Trust Fund (CTF) Program Committee

* Evaluate/rate grant applications for CTF Funds (RFP's) locally, state level

* Monitor child support disaster relief hotline

Child Support Experience

May 1998-2006

Central Registry/State Parent Locator Supervisor-CSE Montgomery AL

* Consult/confer with policy, legal, field staff, Federal OCSE, CSE Assistant Director, CSE Director, re: collections and distribution matters; Meet/confer with centralized collections unit, AOC, others regarding case adjustments, unidentified payments-work with SDU, Child Support Accounting, and Customer Service concerning payments, workers re: returned payments, etc.

* Act as State liaison for implementation of State/Federal Case Registry

* Meet with ALECS, technical personnel, and other related groups

* Participate in monthly teleconference calls Compose and submit instructional memorandums

* Present child support updates, workshops at state CS conferences

* Attend technical college business council advisory meetings, jobs recruitment

* Enter food stamps applications for Food Assistance, Hurricanes Ivan and Katrina

* Answer customer service hotline

* State "expert" on Uniform Interstate Family Support Act, trained attorneys, workers, judges, supervisors

Financial Support Experience

1986-1998

Autauga County DHR Prattville AL Financial Support Supervisor

* Supervise workers presenting cases in court, attend court, work with DA's office, attorneys, Judges, etc.

* On-call Supervisor for adult and children's abuse/neglect cases; serve on safe case closure committee

1974-

1986

Autauga County DHR Prattville

Financial Support Worker

* Intake/caseload manager for Old Age Pension, Disability, Temporary

Assistance, TANF/Food Stamps, child support caseload, present cases in court, work with court systems

* Certify cases for foster care maintenance, aid to children in foster care

Secondary Education Experience

1972-1974

Secondary Education Teacher Autauga County Board of Education

1968-1972

Troy Sta

te University

* B. S. Degree, Social Science Major, Speech Minor -Dean's List

* Secondary Education Degree

* Management and Supervision Certified-AUM

* Master's Thesis: Vietnam War

Accomplishments: Placed in the top 10% on The National Teacher's Exam in English-grammar and usage

High School Valedictorian,

Yearbook Editor, scholastic awards

Strengths Verbal and mathematical skills, creativity and brainstorming