

**ROSALIND CARR**

615 Willowood Lane, Lancaster, TX 75134

Email: RosalindCarr2@gmail.com

Cell: 214 874-1145

United States Citizen

**PROFESSIONAL EXPERIENCE**

**TELECOMMUNICATIONS TECHNICIAN, GS-9**

**3/2007-01/2018-Retired**

**Veterans Administration, Dallas, TX**

Salary: \$44 377 per year

Supervisor: Elizabeth Lloyd. Phone: 214-857-2378; may contact

40 hours per week

- **WORKFLOW ORGANIZATION:** Receive and compile information from various sources related to police and emergency incidents; take appropriate action in response to fire alarms, intrusions, duress, and hold-up alarms. Maintain the orderly flow of communication between the police control center, chief, supervisors, and officers.  
  
Conduct security background checks via TLETS/NCIC/TCIC on new hires; monitors the operation of all communications/security and related electronic equipment including surveillance cameras.
- Receive and transmit messages/information as a subscriber to the National Crime information Center, Law Enforcement Agencies Data System (NCIC/TCIC) and operate VAPS computer system: conduct other related duties as assigned; and properly dispose documents.
- **COMMUNICATE ORALLY:** Direct and/or notify appropriate personnel to respond to police and emergency incidents with clear and concise instructions.
- **COMPOSE NON-TECHNICAL CORRESPONDENCE:** Operate computers and software to input and retrieve data, store, edit and produce reports.

**ADMINISTRATIVE ASSISTANT, GS-4/7**

4/2001–3/2007

**Federal Bureau of Prisons, Grand Prairie, TX**

Salary: \$32,328 per year

Supervisor: Jose Santana. Phone: 972-352-4441; may contact

40 hours per week

- **READ AND INTERPRET WRITTEN MATERIAL:** Reviewed incoming correspondence and reports for routing to the appropriate staff member or supervisor for action. Reviewed outgoing correspondence and reports for content, grammatical accuracy and conformance to established standards and returned to originator with corrections.
- **COMPOSE NON-TECHNICAL CORRESPONDENCE:** Composed and responded to electronic messages from field staff utilizing proper grammar and language on a daily basis. Composed memos from the Parole Violator Designator to the U.S. Marshall Service to facilitate the timely movement of inmates to parole violator hearings and institution assignments.

Prepared, interpreted, and applied policies and guidelines. Composed non-technical documents such as recurring reports and other correspondence.

Worked and prepared documents in coordination with Regional Designator in planning daily operations of movement of inmates which was critical due to policies of Bureau of Prisons.

ROSALIND CARR  
Announcement

Prepared reports for Regional Office review due to critical discrepancies, which impacted daily operations and local level plans or programs.

Completed established form letters and travel voucher forms; requested supplies and building services; responded to routine requests from applicants; and typed correspondence from rough draft or dictated recordings from supervisor.

Maintained monthly and quarterly reports to prepare yearly statistics for the central office and for inquiry requests from the U.S. Congress by compiling data utilizing a secured database.

Processed correspondence for Federal Judges, U.S. Marshals, and the U.S. Parole Commission to facilitate the timely movement of inmates. Processed Compassionate Release Packets to ensure possible early release due to terminal prognoses. Collected and summarized background information for supervisors.

Prepared minutes and notes for staff meetings, hearings, and other meetings; developed itineraries for conferences; and created written office procedures. Wrote general replies to inquiries; ensured proper format and grammar for external correspondence; and composed memos informing staff of office events. Reviewed subordinates' written work, checking for proper format, spelling, and punctuation.

Collected data per policies and guidelines to be forwarded to proper supervisor for action; controlled incoming correspondence by determining what should be forwarded to staff.

- **WORKFLOW ORGANIZATION:** Efficiently responded to fluctuating workloads to complete tasks in a timely manner; advised individuals on clerical and administrative procedures. Independently collected, analyzed, organized, and presented information to appropriate personnel.

Screened and referred telephone calls and visitors to staff members or supervisors, scheduled appointments, and made commitments, travel, and conference arrangements for supervisor.

Logged and prepared Congressional and Judicial Recommendations; compiled logs and tables to assist with researching and tracking programs; ensured files include all required documents and that all documents were properly signed.

Maintained SENTRY database and suspense/tickler file system. Retrieved applicable documentation for the Regional Designator to designate inmates within a 24-hour timeframe per BOP policies and procedures. Disposed sensitive Limited-Official Use documents based on BOP standards.

Provided input on issues impacting office operations. Made necessary changes for the accomplishment of day-to-day work. Reviewed work of subordinates and provided instruction to help develop their skills.

- **COMMUNICATE ORALLY:** Answered and screened telephone calls for management as requested by staff and supervisor; greeted visitors and callers and referred them to the appropriate staff member. Forwarded telephone calls and visitors to Regional office and the Director's office.

Answered a high volume of telephone inquiries from inmate family members, attorneys, news media, Members of Congress, and law enforcement agencies, following BOP rules and regulations. Communicated inmate location, sentencing, and release dates.

**ROSALIND CARR**  
Announcement

Contacted institutions to test and ensure that inmate information was given according to BOP rules and regulations.

Verbally responded to requests for information; resolved problems; and interacted with all levels of law enforcement agencies, government, private sector, and the public. Verbally interacted with institution staff members regarding management variables and designations; and acted as inmate locator.

Responded to general inquiries and questions or determined where to forward callers for further assistance; answered administrative and/or technical questions from management; resolved complaints and discrepancies involving work areas; communicated extensive policy requirements; reduced staff members' workloads by providing assistance to callers and visitors for non-technical issues. Researched and explained methods, regulations, and procedures to the public.

**MAIL/FILE CLERK**

**Federal Bureau of Prisons, Dallas, TX**

Contact: BOP Human Resources. Phone: 972-352-4441

1/2000–4/2001

Salary: \$25,238 per year

40 hours per week

- **COMPOSE NON-TECHNICAL CORRESPONDENCE:** Prepared reports, letters, mailing labels, copying and other material.
- **WORKFLOW ORGANIZATION:** Addressed envelopes, prepared incoming and outgoing mail distribution; used mail handling machines to time, stamp, read, sort, and routed incoming mail. Addressed sealed, folded, stuffed, and affixed postage to outgoing mail or package.
- **COMMUNICATE ORALLY:** Assisted with answering multi-line telephone system; routed, screened, and forwarded calls pursuant to BOP rules and regulations; greeted visitors.

**RECEPTIONIST**

**Federal Bureau of Prisons, Dallas, TX**

Supervisor: Ehila Melton. Phone: 972-352-4441; may contact

1/1998–1/2000

Salary: \$19,616 per year

40 hours per week

- **WORKFLOW ORGANIZATION:** Assisted Human Resources Staff by providing general support. Maintained applicant files; organized administrative files; received and screened incoming calls pursuant to BOP rules and regulations.

Checked visitor credentials against established credential requirements in order to allow/deny visitors access to the building.

Answered business calls and greeting visitors; provided information, and recorded messages; conducted general clerical duties, including filing, typing, and maintaining existing records; used common office machines and equipment such as personal computers, copying machines, and fax machines.

Mailed select and non-select letters; disposed of Sensitive Limited-Official Use Correspondence and other sensitive materials.

ROSALIND CARR  
Announcement

Reviewed emails that came in to a general or administrative email box in order to route them to the program or person who could handle the inquiry.

- COMPOSE NON-TECHNICAL DOCUMENTS: Prepared and composed general correspondence including emails, memos, and external letters.
- COMMUNICATE ORALLY: Orally communicated with other departments, employees, applicants, and administrator. Explained non-technical information to callers or visitors (e.g., operating hours, program mission, directions, etc.).

**EDUCATION**

Office Occupations (12 Semester Hours), Tarrant County College, Fort Worth, TX, 1968–1971  
Dunbar High School, Fort Worth, TX, 1971

**TRAINING**

Criminal Justice Course, Cedar Valley College, Lancaster, TX  
TLETS NCIC/TCIC CERTIFIED Dallas, TX, January 2014  
Administrative Support Office Procedures  
VA CO Compliance and Business Integrity (CBI) Awareness Training  
VA Privacy and Information Security Awareness and Rules Behavior  
Litigation Hold Concerning Alleged Consult and Appointment Delays Within the VA Healthcare System  
Annual Government Ethics Training  
Prevention of Workplace Harassment/NO FEAR  
Handling Suicidal Caller  
Globally Harmonized System (GHS) Information-Print Version  
Prevention and Management of Disruptive Behavior (PMDb) Web Course-Accredited  
Sensitivity to Diversity Workshop  
SENTRY, General Use Data Entry Retrieval (BOP)  
Administrative Support, Secretarial (BOP)  
Time and Attendance (BOP)  
CIMS Certification, 2007

**AWARDS AND RECOGNITION**

Salary Award, 2010, 2011  
Salary Award, 2011  
Sustained Superior Award, 2001, 2002  
Sustained Superior Award, 2002  
Public Service Award, 2002  
Received Scholarship Dallas Chapter Federally Employed Women (FEW), 2000

**TECHNICAL SKILLS**

Microsoft Word, Excel, PowerPoint, and Outlook  
SharePoint  
Copiers and Fax Machines

ROSALIND CARR  
Announcement