* Four (4) years of experience in operational analysis which involved collection/analysis of data; evaluation of program/process effectiveness; identifying areas for improvement and existing barriers to program/process; and/or developing/implementing employee training programs.
* Experience with ISO 9001 programs.

**LICENSE(S) and/or** **CERTIFICATION(S):**

* Valid driver's license with good driving record.

**KNOWLEDGE, SKILLS, ABILITY(IES):**

* Effective oral and written communication skills.
* MS Office or similar software skills.
* Presentation skills.
* Ability to perform financial/cost analysis.

**EQUIVALENCY(IES):**

* High school diploma or GED plus eight (8) years of the required experience will meet the education and experience requirements.
* Four (4) years of experience in operational analysis which involved collection/analysis of data; evaluation of program/process effectiveness; identifying areas for improvement and existing barriers to program/process; and/or developing/implementing employee training programs.
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* Effective oral and written communication skills.
* MS Office or similar software skills.
* Presentation skills.
* Ability to perform financial/cost analysis.

**EQUIVALENCY(IES):**

* High

*Bridgett Bennett-Zeno*

*515 Wildvine Dr, Desoto, Texas 75115*

*469-585-3406 214-470-3399*

*bbzeno@yahoo.com*

***Objectives***

*To utilize 22 years of experience working for the City of Dallas in various departments with revenue collections, invoicing, payment processing, budget preparation, cash receipts, payable and receivables. The ability implement training programs and the ability to test for effective results that either add to/or remove to obtain org goals. 7 years Dallas (CRMS 311), Advantage3, HRIS, Lawson, Kronos, Nice IEX, Cisco, Workforce Management, SAP and ISO 9001.*

***Experience***

***Certified Inspector II – City of Dallas Code Compliance*** *Nov 2016 – present*

*Perform technical field and office work related to the identifying, investigating and enforcement of violations of the City's municipal, building, zoning, commercial, investigate community complaints of code violations; act as a community liaison in educating the public about code requirements and the benefits to the community; prepare correspondence and staff reports; and perform related work as required. Inspecting and surveying property for nuisances and other unsanitary conditions, write, post and mail citations. Prevent, detect, investigate, and enforce violations of statutes or ordinances regulating health and safety, building and land use, to enhance the community. Also respond to citizens and testify on behalf of the city on various code compliance and city ordinance violations. Maintain accurate reporting and daily updates of cases.*

***Quality Assurance Specialist*** *-* ***City of Dallas*** *311 Nov 2014 – Nov 2016*

*Responsible for assessing the quality of performance of the 311 call center agents that responds to the concerns of the citizens over the telephone. Measure employee performance via recorded monitoring (Nice), analyze trends, report data from audits. Work with management on employee coaching, training and developing to enhance or correct the behaviors that lead to excellent customer service. Works on a variety of assigned special projects, provide actionable data to various internal support groups as needed. Coordinates and facilitates call calibration sessions for call center staff. Provides feedback to call center team leaders and managers prepares and analyzes internal and external quality reports for management staff review. Monitor and review Error Reports coach and counsel as required and other duties as assigned.*

***Interim Supervisor III*** *- responsible for all agent’s performance in the call center ensuring calls are being processed effectively and efficiently in the day-to-day operations. Maintain agent’s adherence, conduct monthly team meetings, coach, train, plan, set and determine goals and objectives. Review work for quality, evaluate work performances and create developmental measures for improvements. Handle escalations, monitor complaint calls as deemed necessary and make first level disciplinary actions.*

***Special Assignment*** *-Generated the SOP manual for 3 Dispatch radios (Transportation, Sanitation and Parking Enforcement) to provide consistency and uniformity in the jobs task to be performed correctly every time.*

***Dispatcher/311 Call Taker*** *- Receives emergency and non-emergency calls from citizens generating appropriate service request(s) or dispatching (Parking, Sanitation, Streets and Transportation) appropriate crews and equipment. Input and transmit call information entering incident data in computer to ensure documentation of incident and transmittal are dispatched into the fields for prompt response. Handles complex and/or unusual customer problems and questions to resolve the issue. Map units, enter Sanitation Environmental Incidents. Accurately assign and direct units, maintain Logs error free, provide internal and external customer service.* ***Senior Customer Service Supervisor*** *- 10 years’ supervisory experience perform and supervise Circulation Services division activities including materials check in/checkout, shelving and shelf maintenance, holds processing, registering patrons for new library cards. Monitors and maintains receipt of fines and other monetary collections. Provide a regular new volunteer orientation to prospective volunteers including policies and procedures of the City of Dallas. Responsible for training the volunteers be successful in completing court ordered community service hours. Maintain volunteer files and tracking system of volunteer information and support; ensure that all relevant data on volunteer hours are captured and recorded. Organize and coordinate volunteer appreciation ceremonies and certificates of completion awards.*

***5 years Coordinating the Tulisoma Annual Book Festival*** *in the planning, coordination, collection analysis of the program. Identify the success of selected venues and Authors and other celebrities that promoted reading. Bring South Dallas to life all the events took place in various parts of South Dallas/Fair Park area with more than 1000's in attendance annually. Worked with the community Leaders and Council Members to promote Reading, worked with Library managers and directors in the planning, budget, venue, selecting guest speakers. Also volunteered in the Annual Car Shows held at the Convention Center for 3 years shadowing guest entertainers, ticket taker and seller, getting entertainer’s food, beverages and assisted with crowd control from the fans.*

***Budget Clerk/Petty Cash Custodian*** *- 8 years of administrative experience as the Budget Clerk researching account discrepancies, revenue collections, processing cash receipts and budget preparation. •Ability to research, discrepancies, compiles reports. Familiar with Advantage III/ Resource database, accounts payable, receivable and auditing. Other duties included loading the annual operating budget, CDBG grant funds, and Petty Cash custodian and monitoring City issued P-Card expenses to assure all purchases are within City guidelines. Ability to interact with high-level administrative team in financial analysis operating and special funds budgeting; performance planning; development of policies and/or operational procedures; fiscal accounting/auditing. Other duties as assigned.*

***Royal Optical Outlet***  *November 1990 - January 1992*

***Refunds Coordinator/ Travel Coordinator*** *- Resolved accounting issues with little supervision corrections and adjusting, schedule payments, research claims and determine eligibility of refunds, reconcile daily balances reporting losses or profits. Cash handling, reimbursements and data entry, updated monthly loss control reports, order low shelf stock merchandise, answering incoming calls, prepared travel advancement vouchers, schedule reservation, maintain and update calendar event logs for the sales staff, verify and post payments, year closings, maintain accounts filing system. Handle and resolve customer complaints with a resolution ratio of 52%, implementation of new procedures resulting in 100% customer service satisfaction achieved.*

*Education*

*University of North Texas Dallas - Bachelor's Liberal Arts Leadership - 2011*

*State Certification Code Enforcement License 2017*

*Reference*

*Kendra Douglas Secretary to Deputy Mayor Pro Tem Erik Wilson*

*214-670-0779*

*Bianca Moore*

*Supervisor III 311*

*214-670-4249*

*Margarita Carrasco*

*Supervisor III 311*

*214-671-9026*

*Derrick Chance*

*Manager II Convention Center*

*214-670-8755*

*Ericka Sanders*

*Executive Assistance Code Enforcement*

*214-671-9125*