

# BEVERLY SELLERS-ROBINSON

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## CURRICULUM VITAE

### EDUCATION

WALDEN UNIVERSITY, <i>Ph.D. Candidate</i> , Human Services (Counseling)	Sept. 2007-Present
UNIVERSITY OF PHOENIX, <i>Masters of Business Administration</i>	Sept. 2005– Jul. 2007
STRAYER UNIVERSITY, <i>Bachelor of Science</i> , Database Technology	Mar. 2003–Sept. 2005
STRAYER UNIVERSITY, <i>Associate of Arts</i> , Computer Information Systems	Sept. 1999 –Mar. 2003

### EMPLOYMENT HISTORY

**Administrative Specialist (GS-0303-09)** April 2009 - Present

**Dept. of Health & Human Services/National Institutes of Health (NIH)**

National Institutes of Environmental Sciences/ Environmental Autoimmunity Group

Supervisor: Frederick Miller, M.D., Branch Chief (301) 451-6273

- Identify, coordinate, monitor, control, and evaluate the administrative support operations of the department.
- Ensure coordination, adequacy, and timeliness of all actions and recommend improvements to various internal procedures and methods.
- Provide assistance in policy guidance, data research and evaluation services to the staff on a daily basis.
- Interpret moderately complex administrative policies and regulations and is the point of contact for resolving non-routine operational problems.
- Analyze and refine existing work methods and techniques.
- Receive and review all incoming correspondence documents and taskings directed to the office.
- Coordinate and track actions, clarifies staffs responsibilities and timelines for completion.
- Consolidate data as necessary and reviews to ensure accomplishment of objectives, timeliness, and acceptability.
- Provide advice and assistance to action officers on the procedural and administrative aspect of staff actions.
- Inform management of significant issues impacting current and future office operations.
- Prepare reports, correspondence, travel orders, and other documents as needed to support the office.
- Serve as a representative on administrative working groups on the NIH campus to plan and develop internal strategies to address administrative issues and concerns.
- Review requests for task orders proposals( RFTP), statements of works, Inter-Agency Agreements (IAG), and evaluation criteria for soundness and completeness.
- Manage office forms to ensure current forms and avoid duplication.
- Study directives and records to detect and eliminate conflict, overlap, and duplication and ensure conformance with proper standards.

- Study workflow processes and recommend new procedures as needed, including space, administrative requirements, and all other agency functions.
- Serve as the expert on administrative procedures, including editing guidance documents and other policy directives.
- Receive and review all incoming correspondence to screen for staff assignments and response.

**Patient Care Coordinator/Secretary (GS-0301-08)**

Aug. 2004 – April 2009

**Dept. of Health & Human Services/National Institutes of Health (NIH)**

National Institutes of Environmental Sciences (NIEHS)

Environmental Autoimmunity Group (EAG)

Supervisor: Frederick Miller, M.D., Branch Chief (301) 451-6273

- Initiate and organize all paperwork pertaining to the admission of patients, which includes the completion of the Medical Information System Form 54, ordering labels from the NIH Admissions Office, facilitating the scheduling of patients in the NIH CAS system for Outpatient Clinic visits, or by contacting the appropriate Day Hospital or Inpatient Unit for a reservation with them;
- Schedule various tests to be performed for the patients at the Clinical Center. Tests are scheduled in strict order and time limits. Appointments must be made in person;
- Schedule the appropriate patient consults and appointment which requires contacting the CAS system operators for appointments for the Radiology Department, the Nuclear Medicine Department, and some of the appointments for the Cardiology Department and the Pulmonary Department. All other patient appointments are to be scheduled by contacting either the consulting physician or health care provider directly or by contacting their department receptionist;
- Contact the appropriate NIH Clinical Center laboratories and schedule the laboratory tests in a time that meets both the laboratory's requirements and the patients' availability for patients who need special clinical laboratory specimens collected;
- Schedule the pickup and delivery of research laboratory specimens which must be coordinated with the EAG staff, the NIH outpatient Department of Phlebotomy, the Day Hospital, or Inpatient Unit where the patient is located and the contract research laboratory and/or the EAG research laboratory;
- Prepare and distribute formal patient schedule to appropriate NIH Outpatient Clinics, Day Hospital or Inpatient Unit nursing staff, and to the EAG physicians, and other pertinent personnel;
- Prepare and mail a formal welcoming letter and package to the patients prior to their arrival at NIH; contact patients regarding their stay and their tests or surgery to be done at the Clinical Center;
- Responsible for coordinating admission with the appropriate nursing staff; coordinate and arrange patient travel, hotel and voucher for meals;
- Designed an Access database to assist in the offsite tracking of offsite patients for the enrollment into EAG protocols.
- Obtain and keep up-to-date patient records and other pertinent information prior to patient's appointment or admission; Organize and maintain files and records of research and clinical data including data on medications and correspondence from referring physicians; Assist in the preparation of the specially prepared package of questionnaires, which are given to the patients upon their arrival at NIH;

- Assist in preparing the package of reports and letters sent back to the referring physicians after the completion of the patient's visit to NIH Clinical Center, which includes preparing correspondence on own initiative based on knowledge of subject matter and protocols developed by the EAG physicians within the staff following institute guidelines;
- Complete a similar process to the one described above for patients recruited offsite from NIH. These patients are seen by their referring physician, but will participate in an EAG research protocol in a modified process;
- Incumbent assists in preparing summaries of research and clinical data of patients for inclusion of research publications, including the tracking and filing of the appropriate NIH Consents forms for the research protocol and for the specialty departments such as photography.

**Secretary (GS-303-07)**

Dec. 2002- Aug. 2004

**Dept. of Health & Human Services/National Institutes of Health (NIH)**

National Institutes of Environmental Sciences (NIEHS)

Environmental Autoimmunity Group (EAG)

Supervisor: Frederick Miller, M.D., Branch Chief (301) 451-6273

### ADMINISTRATIVE

- Serve as assistant to the Chief of EAG as well as the sole administrative support staff to management staff.
- Keeps the supervisor's calendar, schedules, appointments and meetings using own discretion based on maintaining day-to-day knowledge of the supervisor's changing workload and priorities; receives incoming patient, physician and other phone calls, emails, correspondence, reports, instructions, and screens out items that can be handled personally and refers the remainder to the supervisor or other personnel for input to any response the EAG finalizes;
- Responds to oral and written inquiries, assists in making logistical arrangements for workshops and conferences, procurement, maintaining and tracking the office budget;
- Makes all domestic travel arrangements for the EAG staff including scheduling mode of transportation (air, PVO, etc.), hotel reservations, vehicles and equipment rentals; serve as the time keeper for EAG personnel; receives, sends and distributes and coordinate mail deliveries and other correspondence for the office; maintains the EAG office operations, including ordering all supplies, maintenance and repair of equipment;
- Develops design concepts and styles for graphics and visual products using materials such as photographs, illustrations, diagrams, graphs, etc.
- Serves as the expert responsible for planning original visual treatments; Meets with management to obtain information objectives, points to be emphasized, relationships to be stressed, and degree of importance of various pieces of information; Applies various types of visual art methods, techniques, and materials to the subject matter depicted deciding such design matters as size, layout, kind and quality of materials used, mediums used, color schemes, typography, lighting effects, and specific visual elements to include; Advises on the technical advantages and disadvantages of various formats, style, media, and methods of production and their cost effectiveness while meeting the goals of the project.

- Keeper for EAG personnel; receives, sends and distributes and coordinate mail deliveries and other correspondence for the office; maintains the EAG office operations, including ordering all supplies, maintenance and repair of equipment.

### **COMPUTER INFORMATION SYSTEMS**

- Creates appropriate applications files, tables, directories; installs and tests applications on network;
- Ensures personal computer efficiency coordinating and integrating technical aspects of computer work and configurations involved in the EAG office - computers, peripherals, and users, placement and integration of all computer terminals and printers;
- Monitoring the availability and functionality of networks and systems, detecting and reporting problems, participating in testing and installing system modifications and upgrades, troubleshooting problems, and providing information and assistance to end users;
- Responsible for assisting in the management of SQL and Oracle database for document production, in order to install system components, execute queries, reports updates, replications, transfers, and insertions/removals from database queues.

### **Residential Addiction Counselor Second Genesis, Inc.**

Nov.2001 – Sept. 2002

8611 2<sup>nd</sup> Ave., Silver Spring, MD 20901  
Supervisor: Adriana Suriano (202) 797-8154

- Reviewed and interpreted relevant screening, assessment, and treatment planning information to determine clients' strengths and areas of need;
- Formulated mutually agreed upon individualized treatment goals with specific, measurable, behavioral objectives and actions steps; and document treatment process, progress and outcome on a regular and consistent basis;
- conducted didactic seminars to provide education and relevant information to promote client knowledge, skills and attitudes that contribute to a positive change in substance abuse behavior; applied crisis management skills when necessary;
- Conducted individual session with the client at regular intervals or when indicated by changing circumstances to assess the progress of the treatment plan and recovery process and make appropriate changes;
- Established and maintained relationships with agencies, other professionals, government entities and the community at large to ensure appropriate referrals, identify service needs and to assist in addressing unmet needs and arrange referrals when appropriate;
- Participated in ongoing supervision and consultation.

### **Executive/Administrative Assistant Randstad Staffing Services**

Jan. 2001 – Nov. 2001

Military Sealift Command, Washington Navy Yard  
2000 Pennsylvania Ave., NW, Washington, DC 20005  
Supervisor: Michael Meehan (202) 463-2278

- Served the Director of the Strategic Planning department as well as provided support to 5 division Directors and 4 department management staff;

- Provided senior executive staff in document preparation, meeting coordination maintaining appointment calendars electronically, scheduling, travel and training coordination which included reviewing of all travel documents to assure proper completion and adherence to agency policies and other general office support requirements;
- Communicated professionally and effectively with members and agency officials; monitored the use of expenditures of budgeted funds through Oracle financial management system; prepared monthly budget reports;
- Provided guidance and advice; served as the timekeeper for department personnel; developed and implemented web pages for five divisions on MSC's Intranet site using Microsoft FrontPage and coding of HTML, either manually or with the aid of tools; worked effectively under pressure where fluctuating deadlines and priorities often occurred.

**Executive Assistant**

Feb. 2000 – Jan. 2001

**NASPA**

1875 Connecticut Avenue, NW, Washington, DC 20005

Supervisor: Gwen Dungy (202) 265-7500

- Supervised and managed all administrative and clerical functions in office including meeting coordination,
- Functioned as liaison among senior executives, Board members, middle management and support staff,
- Assisted the Executive Director with calendar arrangements, managing correspondence, screening calls, travel arrangements and meeting planning,
- Provided support to the NASPA Board of Directors as well as the NASPA Foundation Board of Directors which included travel, lodging and meeting arrangements for all meetings,
- Produced materials such as Board meeting binders, brochures, booklets, newsletters, posters, and covers, Communicated professionally and effectively with organizational members and press.

**Administrative Assistant**

Dec.1996 –Feb.2000

**NAHB**

1201 15<sup>th</sup> Street, NW, Washington, DC 20005

Supervisor: Kathy Doddridge (202) 266-8200

- Supported a Staff Vice President, three Legislative Directors and six Congressional Representatives by managing their calendars, scheduling appointments, meetings, conferences, travel itineraries, conference calls, and hearings on Capitol Hill,
- Researched and negotiated with hotels for pricing, room sizing for multiple parties, and coordinating conference room set-ups for meetings,
- Kept staff abreast of deadlines to meet, implemented ideas and suggestions on projects that assisted in faster production while maintaining cost efficiency,
- Assisted in the creation and production a variety of computer graphic assignments that convey visual communications for reports, forms, presentations, publications, pamphlets, brochures, newsletters and ads.

### JOB-RELATED TRAINING COURSES

- Government Purchase Card Training, 2003
- Microsoft Office Suite, American Federation of Teachers, 1995
- Business English and Grammar – Fred Pryor Seminars, 1995
- Microsoft Access, NAHB, Inc., September and December 1997
- How to Manage Projects, Priorities & Deadlines, *The Art of Getting It Done* – August 1997
- The Exceptional Assistant, National Seminars – May 1998
- Management Skills for Secretaries, Administrative Assistants and Support Staff, Fred Pryor Seminars – June 1998
- Placing Customer First, Fred Pryor Seminars – July 1998
- CPR & First Aid Training, Second Genesis, March 2002
- The Therapeutic Community – *Concepts & Procedures, and Relapse Prevention*, Second Genesis, March 2002
- Blood Pathogens, State and Federal Confidentiality Regulations, Second Genesis, March 2002
- Pharmacology of Psychoactive Substances, Second Genesis, April 2002
- Agency Preparation for CARF (problem statements, treatment plans, clinical summaries and progress notes)
- Motivational and General Counseling Workshop, Second Genesis, May 2002

### LEADERSHIP POSITIONS

- Women of Integrity, Inc., Founder, November 2006 - Present
- Rachael's Women's Center, Board of Directors, 1998 – Present
- Calvary's Women's Shelter, Board of Directors, 1992 – 1996

### PUBLICATIONS

### HONORS AND AWARDS

Boys' and Girls' Homes of Maryland, Inc., Employee of the Month 1993 and 1994

Recipient of UPN 20, National Museum of Women in the Arts and Chevy Chase Bank, "Women Making a Difference Award" in 1996.