
From: noreply@civicplus.com
Sent: Thursday, November 3, 2022 9:42 PM
To: Grivetti, Dawn; Brummel, David; White, Cristina
Subject: Online Form Submission #4636 for Volunteer Application

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Volunteer Application

First Name	Robin
Last Name	Pelfrey
Address1	[REDACTED]
Address2	<i>Field not completed.</i>
City	Warrenville
State	IL
Zip	60555
Home Phone Number	[REDACTED]
Cell Phone Number	[REDACTED]
Email Address	[REDACTED]
I want to volunteer for...	Inclusion, Diversity, Equity, and Awareness Commission
Please describe your interest in volunteering for the City of Warrenville.	Inclusion and valuing diversity have long been issues that are 'near and dear' to my heart. I was raised in the deep south in a family that visibly supported school integration before that was the norm and was one of the kids who attended the "black high school" the first years of southern school integration (yes, I am a bit older) My parents also were courageous and had numerous openly gay friends. It was a terrific beginning for me. I came to the area for school and since marrying we have been residents of Warrenville for over 30 years (minus a 7 year hiatus when we escaped to the farmlands in an off-grid home

we built). I must say that as much as I like the Warrenville community, diversity and inclusion have never been something I associate with our town. I would very much like to assist with promoting awareness of these issues and seeking to support a wider range of diversity in our community. Differences are gifts to a healthy community. Why me? Well... besides caring... I am the parent of an adult "neuro-diverse" son and his also special partner who are not able to live independently and so live with us. I also have a background in adult education and training design- and will gladly contribute that expertise. After years working in the 'corporate world', for 4 years I now have been the coordinator for the Family Violence Coordinating Council for the IL 16th & 23rd judicial circuits (Kane, Kendall & DeKalb counties). IN this position, I have gained experience in coalition building at the community level, working with volunteers on community focused projects and a bit of community outreach and education. I prefer working to help make the world a better place- and would like assist with doing so in my own Warrenville community. Thank you for the work that you all have been doing. I look forward to discussing this possibility of joining your team.

Upload Professional
Resume

[Robin Pelfrey Resume Nov 2022.docx](#)

(Section Break)

Disclaimer

Submission of this application is not a guarantee of appointment to any Board or Commission. Appointment must be made in accordance with the City Code and procedures. If there is an open volunteer opportunity available, City staff will contact you shortly. If there are no open volunteer opportunities, your application will be kept on file until an opportunity becomes available.

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Robin V. Pelfrey

Warrenville, IL 60555

Phone:

<https://www.linkedin.com/in/robinvpelfrey>

SUMMARY OF QUALIFICATIONS

Seasoned customer service professional with extensive experience in a variety of environments. Strong communicator, Problem-solver, team player, flexible thinker. Relationship and quality oriented. Skilled in working with challenging customers. Proficient with technology including several customer-service software products.

EXPERIENCE

Family Violence Coordinating Council of the IL 16th & 23rd Judicial Circuits

Local Coordinator

October 2018-Present

- Coordinate, in order to fulfill FVCC mission and achieve grant requirements, local council activities including: inter-council communication, committee scheduling and management, project coordination for various initiatives and training activities, training program development, facilitating resource sharing, council membership development, interfacing with associated organizations in the DeKalb, Kane, Kendall and Kendall Counties to promote coordinated community responses to domestic violence

Training Systems, Frankfort, IL

Training Designer/Facilitator

1989-2018

- Work with customer service staff to increase their ability to interact authentically and effectively in order to achieve their objectives.
- Design and facilitate programs primarily focused on communication, customer service, and other people-skills—consistently receive excellent evaluations from clients and participants.
- Develop various process documentation tools and correlate training materials for a range of organizations
- Provide solo customer service and sales for mobile bookstore at conferences and special events

TDI Consulting, Lemont, IL

Customer Service/Administrative Assistant

2011-2014

- Provided and supported outreach activities, including networking and community/association relationship management.
- Assisted Executive Director with customer communication and managing accounts.
- Collaborated on website development and maintenance.

Energy Saving Resources, Warrenville, IL

Customer Service/Sales/Owner

2007-2010

- Established business to sell an energy-conservation product to residential customers.
- Managed all sales from inquiry through follow up, including promotions at consumer and trade events.
- Developed marketing materials and strategies.

Sylvan Learning Center/Learning Solutions, Joliet, IL

Education Manager and Center Director

2002-2006

- Counseled families, assessed students, and developed complex solutions to address learning issues
- Oversaw work of 15 teachers and led program to 50% increase in student completion of educational program activities. Streamlined operations to emphasize customer satisfaction.
- Awarded Education Director of the Year 2005

EDUCATION

North Central College – Secondary Education Certification in English and Communication

Northwestern University – Bachelor of Science in Communication and Theatre; National Merit Scholarship Recipient