

ROCHELLE L. ROBINSON

EDUCATION

Master's in Business Administration , Cardinal Stritch University	5/2002 – 5/2010
Master's in Art in Teaching , Rockford University	5/2007 – 12/2008
Bachelor of Science in Accounting , Cardinal Stritch University	12/2002 – 5/2005

PROFESSIONAL EXPERIENCE

Associate Compliance Analyst – WEC Energy Group	4/2023 – Present
Compliance Analyst – WEC Energy Group	3/2024 – Present

Responsible for providing an oversight, developing and improving compliance and controls processes and methods, privacy requirements and contract obligations for Customer Service Third-party vendors. Provide oversight for protection of Customer Data for WEC across seven subsidiary utilities. Conduct analysis on large amounts of complex data to provide the business with fact-based insight. Gather, define and document third party test plans/test cases, complex business requirements and processes to provide clarity to senior administration. Provide risk analysis, issue tracking and resolution and mitigation for Customer Service. Develop documentation of process, identification of controls, monitoring and issue resolution. Provide daily administration and support, ongoing design and governance for CS. Partners with senior management making recommendations and present alternatives to address business needs or resolve impediments responding to vendor management.

Part-time Instructor – Early Child Development	8/2015 – Present
OER Facilitator – SERVE Pathway	2/2020 -9/2024
Milwaukee Area Technical College (Milwaukee, WI)	
Adjunct Instructor – Business/Accounting	7/2014 – 5/2017
Bryant and Stratton College (Milwaukee, WI)	

Leader in delivering diverse curriculum using Blackboard LMS, equitable and inclusive instruction to higher learning students, developing syllabus materials and assessments, assignments and/or online discussion exercises that permit measurement of performance relative to course outcome summaries. Responsible for creating open educational resources (OER) for course materials in order to assist students with no cost or low cost course material. Coordinate courseware and curriculum with the academic department chair. Provide strategic vision and approach in OER material and other courseware changes with the academic department chair and other faculty teaching the course. Responsible for teaching the assigned class in accordance with course outcome summary set in place by accreditation and session plan outlines, specified by college. Responsible for administering and evaluating student performance based on course materials and rubrics. Submit grades for all assignments and course completion.

CEO/Co-FOUNDER - Controller	10/2013 - 12/ 2023
Gateway Personal Care Agency, LLC (Milwaukee, WI)	

Oversees financial business functions of agency according to GAAP; performing a series of tasks to secure the agencies financial security and translating State agency laws and policies, create and maintain social media and all agency communications, manage the quality, performance and production of patients care, personal care workers and Registered Nurse staff. Responsible for ensuring a successful day-to-day oversight and monitoring of business operation. Constantly reviewing data related to business, auditing financial reports, and collaborating with external localities. Demonstrating superior customer service within diverse communities and exceptional judgment and discretion when dealing with highly sensitive risk and issue information, including customer information.

REFERENCES

Wilson, Marchell	MATC - Colleague	basswilm@matc.edu	414-721-8915
Felder, Querida	Gateway Personal Care - Co-Founder	gatewayprsonalcareagency@gmail.com	414-488-2224
Powe, Tracy	WEC Energy Group – Colleague	Tracy.powe@wecenergygroup.com	414-460-6126