

# Carla Ann Belcher

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## Education:

### University of Cincinnati - Blue Ash College:

Bachelor of Technical & Applied Studies  
August 2017

Associates in Technical Studies  
June 2010

Associates in Legal Assisting – Office Information Technology  
September 2005 - Present

## Experience:

### Duke Energy

January 2008 – Present

#### Customer Service Representative:

- Responds to customer questions, complaints, and concerns through Duke Energy's email platform.
- Assisted training e-Reps according to Duke Energy's business email format by reviewing, editing, and providing feedback to the trainees.
- Mentored for new hires of Customer Service by helping new Customer Service representatives with questions or concerns they had through new hire training.
- Provided direct support to Customer Service representatives on the floor with questions or concerns they have with their customer calls.
- Assisted with collecting revenue due to fraud, tamper, and other receivable issues related to uncollected debt as a Developmental Energy Protection Specialist.

### Time Warner Cable

April 1996 – Oct 2007

#### Digital Phone Department - Provisioning and Confirmation:

- Implemented and launched the digital phone service.
- Processed and established existing phone numbers and created new phone numbers properly into the Time Warner network.
- Worked closely with MCI and Sprint to correct 911 issues, resolve technical issues with the phone numbers, and provide technical support for Time Warner's Customer Service representative.

#### Customer Service

- Assisted with providing cable, internet, and phone packages catered to the customer's needs.

**Volunteer Experience:**

- November 2017 – 2018 - North College Hill's Art Task Force: Is a team which will manage public and private art in the City of North College Hill.
- Campaigned September 2017 - November 2017 – North College Hill Democratic Council
- Campaigned December 2017 for Tim Parker Cook County Board of Commissioners, Chicago – 5<sup>th</sup> District
- April 2018 – Winner of Policy Link – Equity Summit Representative for Family
- January 2019 – Present – Founded North College Hill's first School and Community Garden, and the Coordinator of North College Hill School Community Garden
- January 2019 – 2022 – Cincinnati Cradle Connections Advisory Board Member
- January 2019 – 2020 – Family Independence Initiative Community Building Fellow
- May 2018 –2020 - WeTHRIVE! In North College Hill Board Member and 2018 WeTHRIVE! Community Champion
- May 2018 – Present – Member of North College Hill School District's Wellness Team
- March 2021 – April 2021 – Fierce Black MotHer Story Exhibit at the Contemporary Arts Center
- November 8, 2022 – Present – Member of Sigma Gamma, Inc. Epsilon Lambda Sigma Chapter

**Project:**

Grant Year 2016 – January 2019 *Recipient of the Warrior Moms Project through Peoples' Liberty/Nicole Lee* "The Warrior Moms Project is founded on the premise that single mothers are unrecognized warriors that deserve to be celebrated for their strength".

**Skills:**

CMSI, Accurint/Lexus Nexus, Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, SharePoint, WordPress, and Live Binder

**References Available Upon Request**