

Cynthia Rhodes

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Education

2011	Master of Business Administration Texas A&M University-Commerce	Commerce, Texas
1998	Fair Hearing and Due Process Legal Services University of Nevada - Judicial College	Reno, Nevada
1983	Bachelor of Science Sociology and Interdisciplinary Studies Texas A&M University-Commerce	Commerce, Texas

Professional Experience

2011- Present Texas A&M University- Commerce, Commerce, Texas

Adjunct Faculty

- Experience as an adjunct instructor teaching online classes for the College of Business in the Department of Marketing and Management and the Department of Applied Science, and for the College of Education and Human Services in the Department of Higher Education and Learning Technology.

2013 – Present Texas A&M University-Commerce Commerce, Texas

Executive Administrative Assistant to the Provost

- Responsible for the general operations of the Office of the Provost and Vice President for Academic Affairs.
- Provides professional-level support and office management for the Office of the Provost and Vice President of Academic Affairs.
- Provides training to faculty and staff regarding academic procedures and processes.
- Serves as a liaison to deans, department heads, administrators, faculty, students and external stakeholders.
- Coordinates the tenure and promotion, and post-tenure processes for faculty review.
- Assists with the faculty development grant and faculty development leave processes.
- Assists with personnel issues and resolutions as assigned by the Provost.

2010 - 2013 Texas A&M University-Commerce Commerce, Texas

Budget Director

- Manages the daily budget operations for Academic and Student Affairs
- Reconciled financial accounts for the Division of Academic and Student Affairs.
- Provided administrative and managerial support for all budgeting and personnel support for the Provost and Associate Vice President for Academic and Student Affairs.
- Assisted in the preparation of the Legislative Appropriation Requests (LAR).
- Coordinated year-end budget requests and prepares consolidated report for submission to the President.
- Monitored and analyzed departmental budget and worked with accounts managers to resolve budget issues.

2005-2009 Texas A&M University-Commerce

Administrative Assistant to the Provost

- Responsible for general operations of the Provost Office. Managed internal office activities and productivity as well as projects and deadlines.
- Summarized data and prepared reports for the Provost/President review and approval.
- Provided training regarding rules, policies, and procedures to faculty, staff and administrative support personnel.
- Served as liaison with local and area community groups, representing Academic Affairs.

1995-2005 Texas Department of Human Services Austin, Texas

Hearing Appeals Officer

- Presided over administrative hearings on all contested matters.
- Ensured due process available to all hearing participants.
- Interpreted and applied a diverse array of state and federal laws and regulations
- Rendered final decisions in an impartial manner based upon reliable evidence and prepared clear and accurate legal documents reflecting the findings.
- Provided for the uniform application of public assistance laws and policies while serving in a high-level quasi-judicial position authorized under the Certified Federal Register.

1992-1995 Texas Department of Human Services Tyler, Texas

Civil Rights Compliance Specialist

- Advised and assisted department personnel in administering Equal Employment Opportunity (EEO), Civil Rights, Title VI and Section 504 programs.
- Developed and managed affirmative action plans.
- Conducted internal complaint investigations and recommended appropriate corrective action.
- Conducted compliance reviews as required by federal regulatory agencies.
- Completed special studies to identify problem areas and developed management recommendations.
- Conducted internal complaint investigations as requested by the Regional Attorney and recommended appropriate corrective action/resolution plan. Conducted compliance reviews as required by federal regulatory agencies.
- Monitored and ensured all physical locations (i.e. building and parking lots) met compliance standards set forth by the Americans with Disability Act (ADA).

1988-1992 Texas Department of Human Services Austin, Texas

Procurement Officer/Contract Manager II

- Responsible for procuring, developing, managing and evaluating contracts. Developed and issued Request for Proposals (RFP) to potential bidders. Conducted procurement conferences. Negotiated contract renewals, amendments and plan changes; recommended contract cancellation when unwarranted deviations occurred.
- Negotiated contract renewals, amendments, and plan changes; recommended cancellation of contracts when unwarranted deviations occurred.
- Procurement and contract functions were performed to ensure contractor participation consistent with program, legal and fiscal requirements.
- Presentations and training were given to contractors and potential bidders at statewide procurement conferences.
- Maintained regional list for historically utilized businesses.

1983-1988

Texas Department of Human Services

Paris, Texas

Case Analyst

- Responsible for service control validation. Compiled and analyzed case reading findings for compliance with service control and program requirements. Recommended and monitored corrective action. Provided interpretation of state and regional program policy and procedures.
- Developed and delivered training to regional management and direct deliver staff through regional staff meetings and statewide training sessions.
- Served as lead case manager and provided interpretation for program policy and procedures. Advised, trained and mentored newly hired staff.
- Presentations were given to civic groups to inform the community of available programs and resources. Established and maintained good rapport with medical providers and community resource groups.

1980 – 1983 Texas Department of Human Services

Paris, Texas

Social Worker

- Performed case management for families with children and aged and disabled households.
- Monitored day care centers and checked centers for compliance with state regulations
- Worked in the Child Protective Services unit and with county officials regarding removal and placement of children assigned to Child Protective Services and Foster Care.
- Developed case plans for employment and health care issues for individuals and families.
- Developed community resources for employment opportunities for eligible clients.
- Delivered presentations to community groups regarding available services and to education the public regarding the mission and goals of the Agency.