**Jessica Ann Roberts, M.A., A.B.D.**

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Denton, TX 76209 jessica.roberts@unt.edu

Profile & Core Competencies

**Sociologist, Researcher, Conflict Mediator, Communication Expert, Educator**

* Dynamic and driven researcher specializing in sociology with a special interest in disability studies, gender studies, life course development, health disparities, & criminology. Highly skilled in qualitative research, quantitative research, focus groups, research design, and data analysis.
* Demonstrated ability to communicate complex concepts clearly and persuasively across different audiences, delivering high-quality, engaging presentations, and educational programs.
* Resourceful and versatile candidate actively seeking challenging role, using interpersonal skills, and conflict mediation certificate to aid in success of a variety of programs.
* Accomplished university instructor who has taught 200+ courses within the fields of Communication, English, and Sociology at both the Community College and 4 yr. University levels. Experienced and skilled in working with diverse populations and varying socioeconomic groups.
* Experienced medical office manager and medical assistant with experience in both administrative and clinical procedures and techniques.
* Public Health & Health Policy
* Gender & Life Course Development
* Qualitative & Quantitative Research
* Interpersonal Communication Expert
* Case Management & Social Services
* Public Speaking & Teaching
* Conflict Mediator & Negotiator
* Academic Advising
* Public Health & Health Policy
* Gender & Life Course Development
* Qualitative & Quantitative Research
* Interpersonal Communication Expert
* Case Management & Social Services
* Public Speaking & Teaching
* Conflict Mediator & Negotiator
* Academic Advising Student Organization Management
* Speech 6-12 Teaching Certified
* Curriculum Design & Delivery
* Office Management
* Project Management
* Diversity, Inclusion, & Cultural Competency
* Data Collection & Analysis
* Medical Office Admin & Clinical Procedure
* Advising Adults in Life Course Options

 Professional Experience Highlights

**University of North Texas**

*Senior Administrative Specialist* October 2024-Currrent

* Acts as first point of contact in customer-oriented services. Provides accurate information about degree programs.
* Oversees student workers, including hiring, training, and supervision of daily activities.
* Manages departmental application and registration processes for students.
* Provides primary administrative support for academic functions of the department, class scheduling documentation as directed by the Chair, ordering textbooks & timely delivery of materials to faculty, providing administrative support to adjuncts, and other tasks associated with maintaining the department academic schedule.
* Prepares meeting documents, correspondence, reports, and other documents as assigned.
* Assists faculty and staff with requests for travel authorization and submission of reimbursement documentation.
* Gathers departmental information relevant to and submits requests for purchasing, payroll, and budgetary functions from the HPS Finance team.
* Manages general office functions such as room scheduling, calendars management, meeting scheduling, copying, special events, providing direction to faculty about appropriate administrative procedures, and other logistical needs.
* Maintains departmental student records, updating files and information as it changes.
* Acts as a Pcard holder, making routine purchases for departmental needs in compliance with UNT policies, as approved by the HPS Finance team.

**Tarrant County Public Health** February 2022-March *2024 Epidemiologist Specialist*

* Used a variety of communication styles and techniques to interview both clients and patients regarding public health matters.
* Navigated new technology to enter data to maintain compliance with current PH, DHPS, and CDC requirements.
* Maintained training documents for supervisor.
* Gathered data from schools, daycares, and LTC facilities, to be compiled in data management systems.
* Entered data for aggregate reports.
* Prepared IDCU report for DSHS.

**Texas Wesleyan University**

*Instructor of Sociology* August 2018-May 2018\August 2021-December 2021

* **Supervised and actively engaged up to 40 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population.
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success.

**University of Texas Arlington** August 2018-December 2020

*Instructor of Sociology*

* **Supervised and actively engaged up to 120 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population.
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success.

**Texas Woman’s University** August 2013-December 2021

*Ph.D. Student in Medical Sociology*

* Dissertation research focuses on complications from bariatric surgery with a disabilities study emphasis.
* Designing and conducting **research interviews, surveys, focus groups**, health care evaluation, **needs assessments**, patient satisfaction, **community-based participatory action research**, utilizing **statistical methods, data collection, and analysis**, etc.
* Secured grant to complete Community Health Care Worker Certification (currently in progress).
* Developed and implemented research plans for multiple qualitative research projects; **conducted and transcribed interviews, analyzed and classified data, and proposed new ideas** for future studies.
* Aided peers in their own writing projects, classroom management, and peer management.
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success.

**Coursework** related to public health: Disability Studies, Medical Sociology, Medical Anthropology, Environment and Health, Ethnic and Cultural Factors in HealthCare Decisions, Family Violence, Epidemiology, Womanist/Feminist Theories, Black Feminist Thought, Research Methods, Advanced Qualitative Research Methods, Mentored by former Chief Epidemiologist for Denton County Health, Dr. Jessica Smart Gullion.

*Research Assistant* January 2014-May 2014/May 2021-August 2021

* Participant **recruitment, scheduling, and conducting interviews**
* Maintained data collection files
* Assisted with **data analysis** and generating correspondence, reports, and graphics.
* Conducted literature reviews

*Instructor of Sociology* January 2014-May 2020

* **Supervised and actively engaged up to 40 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population.
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* Recognized as a STAR *(Students for Teaching and Assignment Recognition)* for 1. Arts Based Project, 2. Disability Project, and 3. Intersectionality Feminist Arts-Based Research Project Assignment. (Only 3 faculty out of 104 were nominated by 3 or more students).
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success.

*Graduate Teaching Assistant for The Write Site* February 2016-December 2017

* Provided both **individualized and group face to face writing instruction**.
* Aided students in success at any stage of the writing process (pre-writing, brainstorming, drafting, organization, revision, etc.)
* Assisted ESL students in understanding and using ASE cadence and correct grammatical techniques
* Used Microsoft Word to **review, edit, and provide feedback** on student work through the Online writing instruction (OWL).
* **Taught** workshops and seminars related to thesis development, documentation, plagiarism, and other topics.
* Used instructional design techniques to aid faculty in **course development**.

**McMurry University** January 2004- December 2013

*Instructor of Communication Studies*

* **Supervised and actively engaged up to 30 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population.
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* **Compiled and Completed assessment data** for courses taught in accordance to university guidelines for accrediting boards
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success.

*Academic Advisor*

* Met with students to **review academic credentials** and determine acceptance into the school program of choice
* Discussed student’s interests and abilities to help them **select course of study**
* Complied all necessary paperwork and applications to maintain and develop student file

*Committee Member*

* Worked with peers to develop programs to aid in student success
* Developed a Communicating Across the Curriculum plan to aid Faculty in teaching correct interpersonal communication and professional presentation techniques in a variety of disciplines

*Social Club Advisor*

* Aided student run organization in successful recruitment, maintenance, and program content
* Consulted in matters regarding university compliance, hazing, conflict management & resolution, and club communication.
* Supervised both official and unofficial club events

**Abilene Christian University** August 2002- May 2004

*Graduate Assistant/Instructor of Communication Studies*

* **Supervised and actively engaged up to 30 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population.
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* **Compiled and Completed assessment data** for courses taught in accordance with university guidelines for accrediting boards
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success

**Cisco College** July 2004- December 2015

*Instructor of Speech/English/Medical Assisting*

* **Supervised and actively engaged up to 30 students** per class in discussion, writing, and analysis; provided feedback, assessed learning & outcomes, and upheld high standards for all course work, and content for a diverse student population
* **Course Design and development** for multiple courses for both face to face, hybrid, and online courses both asynchronous and synchronous
* Used a variety of communication styles and techniques to reach students from varying walks of life to ensure their success in the courses.
* Provided guidance to students in academic and personal matters providing contact points within the organization and community to aid in student success
* **Compiled and Completed assessment data** for courses taught in accordance to university guidelines for accrediting board

**Elsa J. Bains, M.A., LPC.** January 2002-March 2006

*Office Manager*

* Scheduled patients for appointments
* Filed insurance claims and reconciled payments within our database
* Explained EOB’s to patients to further understanding
* Transcribed office notes
* Maintained patient data in compliance with HIPAA standards

**Dr. Scott Brown** August 2001-December 2002

*Office Manager*

* Scheduled patients for appointments and managed staff schedules
* Filed insurance claims and reconciled payments within our database
* Financial collection of declined insurance payments
* Explained EOB’s to patients to further understanding
* Transcribed office notes and psychological school testing in compliance with IRB/401B standards
* Maintained patient data in compliance with HIPAA standards

**Dr. Leigh Taliaferro** January 1999- July 2001

*Certified Medical Assistant*

* Scheduled patients for both office and surgical appointments
* Filed insurance claims and reconciled payments within our database
* Financial collection of declined insurance payments
* Explained EOB’s to patients to further understanding
* Transcribed office and surgical notes
* Communicated with multiple practices and medical facilities to coordinate patient care
* Educated patients in compliance of medical instructions
* Maintained patient data in compliance with HIPAA standards
* Sterilized office surgical tools in accordance with OSHA standards
* Assisted in office surgical procedures following correct technique and practice

Education

Ph.D. Candidate, Sociology, Texas Woman’s University (TWU), (2022) Academic Advisor: Dr. Jessica Smart Gullion

Dissertation: “Performing Obesity and Enacting the Post-Surgery Body: Qualitative Inquiry into Life After Bariatric Surgery:”

M.A., Communication & Conflict Resolution, Abilene Christian University, 2004 Thesis Project: Course Supplement for Fundamentals of Communication Thesis Committee Chair: Dr. Carley Dodd

Abilene Christian University, Graduate work in English

18 Hours Completed; Emphasis in Rhetoric and Composition

B.A.S., Communication & Management, Abilene Christian University, 2002

**Other degrees earned (and conferring institutions):**

McMurry University, Teaching Certificate, May 2009

Cisco Junior College, Associate in Applied Science in Medical Assisting, Graduated, December 1999

**Other academic and experiential credentials:**

Certificate of Teaching Grades 6-12 in Speech Education

McMurry University, May 2009

Certificate in Conflict Resolution

Abilene Christian University, May 2004

Certificate in Family Mediation

Abilene Christian University, December 2005

Certificate in Medical Assisting,

Cisco Junior College, December 1999

Technology Proficiencies

* Microsoft Office Suites
* Google Platform
* Youtube
* Canva
* Moodle
* Canvas
* Blackboard
* IOS
* Android
* Zoom
* Microsoft Teams
* Epitrax
* NEDS

Courses Taught

*Sociology*

* Social Inequalities
* Deviant Behavior and Social Control
* Race and Ethnic Issues in US
* Juvenile Delinquency
* Health and Illness
* Gender Roles
* Women, Crime, and Justice
* Family Violence
* Developing Societies
* Disability Studies
* Introduction to Sociology
* Social Problems
* Popular Culture
* Deviance: Social and Personal

*Communication*

* Nonverbal Communication
* Organizational Communication
* Gender Communication
* Conflict Management
* Small Group Communication
* Public Relations
* Family Communication
* Interpersonal Communication
* Business and Professional Comm
* Principles of Communication
* Public Speaking

 *Student Success*

* + McMurry 101—Student Success ● Senior Seminar

*Medical Assisting*

* + Medical Assistant Therapeutic Communication ● Medical Transcription

*College English*

* + Composition and Literature ● Composition II
		- Developmental Reading

Publications

Gullion, Jessica and Jessica Spears Williams. 2019. “Creative Nonfiction in Qualitative Inquiry.”

in *Handbook of Methods for Public Scholarship*, edited by Patricia Leavy. New York, NY: Oxford Press.

Presentations

*2019*

* International Congress of Qualitative Inquiry (University of Illinois, Urbana, IL) “Taking Off Fatness and Performing Thinness”
* International Congress of Qualitative Inquiry (University of Illinois, Urbana, IL) Panel Facilitator “You Don’t Look Sick: An Exploration of Invisible Disabilities” Panel Presentation “Enacting Obesity: The Dance Between the Disease, the Body, and the Medical Professionals”
* Motherhood Initiative for Research and Community Involvement: Maternal Health and Well Being Conference (York University; Toronto, ON)

Presenting and Co-Authored with Erin Graybill-Ellis, ABD.

* STAR Symposium “Breaking Out of Traditional Teaching Methods: Using Arts-Based Research Assignments in the Classroom”

*2018*

* The Qualitative Report Conference (Nova Southeastern University, Ft Lauderdale, FL.) “Relational Ethics and Social Media”

Co-Authored Erin Graybill-Ellis, ABD, Jessica Smart Gullion, PhD.

*2017*

* International Congress of Qualitative Inquiry (University of Illinois, Urbana, IL) “Refocusing the discussion on Invisible Illness” Presented by Jessica Spears Williams, M.A., Co-Authored with Cody Jackson, M.A.
* Diversity, Inclusion, and Outreach: Cultural Talks (Texas Woman’s University, Denton, TX) Disabilities: The Intersection of Academia and Individuals Co-Presented with Dr. Paul Bones
* International Congress of Qualitative Inquiry (University of Illinois, Urbana, IL)

*2016*

* “Invisible Illness in the Academy”

Presented by Jessica Spears Williams, M.A., Co-Authored with Erin Graybill Ellis-Guffey, ABD.

* TWU Teaching and Learning Symposium (Texas Woman’s University, Denton, TX)

“Trigger Warning: Managing Emotional Responses in the Online Teaching and Learning Environment”

Presented and Co-Authored with Dr. Jessica Smart Gullion

Service to Community

* + Denton City Council’s Counsel Appointee for “Counsel of Person’s with Disabilities” to aid the city in ADA compliance and accessibility.
	+ Worth Ranch BSA Volunteer, Summer 2019
	+ BSA Merit Badge Instructor
	+ North Texas Australian Shepard Rescue Board of Trustees