



# Margaret M. Rovai

## Professional experience

**The eGullet Society for Culinary Arts and Letters (2004–present)**

**Editorial Director, the *Daily Gullet***

- Discover new food writers and showcase world–class food writing.
- Proofread, edit all submissions, and work alongside Art Director
- Conduct literary competitions—choose topic, judge entries.
- Work with a far–flung group of colleagues in cyberspace, managing editorial projects from inception through completion.

**Paychex Inc. (2004–present)**

*Third Party Payroll Processor, Warrenville, IL*

**Client Services, Major Market Services**

- Provide technical support to large companies on all aspects of payroll software.
- Consult with clients about all employer payroll taxes, and work with tax agencies to resolve outstanding issues.
- Trainer: Provide training on all company–wide safety issues and payroll topics.

**Sprint PCS (1999–2002)**

*Telecommunications; Bolingbrook, IL*

**Trainer (2001–2002)**

- Implemented rollout of shorter new–hire curriculum, while improving quality and cutting costs substantially.
- Ensured that new hires could meet or exceed standards set by the company.

**Team Lead (1999–2001)**

- Facilitated the start-up of a 1200–seat call center.
- Maintained production goals for teams of up to 20 customer service representatives.
- Interviewed and recruited new customer service representatives.
- Led the first team in this call center to exceed corporate quality goals.
- Researched and resolved customer complaints.
- Participated in and devised strategies for the quality task force.
- Developed and mentored promising employees.
- Encouraged and supported diversity in an ethnically and religiously diverse workforce.

**Ameritech Cellular (1994–1999)**

*(Now Verizon Wireless) Telecommunications; Schaumburg, IL*

**Team Lead (1996–1999)**

Responsible for providing expertise on all aspects of technical wireless fraud.

- Delivered continuing education to fraud analysts.
- Investigated and resolved large, sensitive or complicated fraud cases.
- Audited accounts for excessive or suspicious financial adjustments.
- Served as project manager, working with the company's software vendor to implement improvements to the Ameritech fraud system.

**Fraud Analyst (1995–1996)**

- Aided customers who had been victimized by technical fraud.
- Analyzed customer accounts and aggressively discovered, prevented and stopped company losses due to fraud.

**Collector (1994–1995)**

- Collected payment on past due accounts.

**ATTENTION! (1991–1994)**

*Political consulting, public relations and promotional specialties; Naperville, IL*

**Account Executive**

Coordinated public relations strategies and merchandise for political and professional clients.

- Bought television time for political candidates from the local to national level.
- Bought newspaper advertising space for local candidates.
- Edited and proofread copy of press releases and the company's mail order catalogue.

**Unisys (1983–1990)**

*Computers; Lisle, IL*

- Scheduled internal training for Unisys employees.
- Arranged housing for out-of-town students.
- Responsible for keeping all notes and records for employee education at the Lisle training center.

**Education**

McGill University, Montreal Canada, English

Other languages: French

Technical proficiency: Microsoft Office