

# Lynthia R. Ross

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## Education

Doctor of Philosophy in Political Science  
University of South Carolina  
1<sup>st</sup> Year Student  
First Field: American Politics  
Second Field: Public Administration/ Public Policy  
Fall 2006 - Present

Master of Public Administration  
Augusta State University  
May 2006

Bachelor of Arts in Communications  
Augusta State University  
Major Concentration: Public Relations  
Minor Concentration: Business Administration  
May 2003

Diploma  
A.R. Johnson Health Science and Engineering High School  
Augusta, GA  
June 1995

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## Current Employment

### March 2005 – Present

Constituent Outreach Director (01/2007 – Present)

Senior Caseworker (03/2005 -01/2007)

U.S. House of Representatives

Office of Congressman John Barrow (GA-12)

Augusta, GA

- Manage operation and workflow of the Augusta district office.
- Build, maintain and restore relationships with elected officials, civic groups, community leaders and social service agencies throughout the 12<sup>th</sup> congressional district.
- Inform interested and affected constituencies of important legislative action and policy changes.
- Monitor local issues and politics district-wide.

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**Current Employment continued (Office of Congressman John Barrow (GA-12))**

- Represent Congressman Barrow at meetings and events.
  - Accompany Congressman Barrow to community functions.
  - Assist Casework Supervisor with developing procedures for handling casework and casework training for staff.
  - Recruit and train staff assistant, interns and volunteers.
  - Maintained active casework load of more than 100 constituent cases.
  - Contacted federal agencies and research cases on behalf of constituents.
  - Notified constituents of case resolution.
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**Employment History**

**October 2003 – March 2005**

Academic Advisor  
Augusta State University  
START – UP Center  
Augusta, GA

- Advise undeclared students and joint enrollment students about the core curriculum and Major Decisions process for selecting a major.
- Coordinate advising resources for START UP Center advisees and maintain all advising communication with advisees via email and Campus Pipeline.
- Provide transition supports for new students through advising and presenting during campus orientation programs and ASU Orientation classes.

**July 1997 - December 2003**

Office Administrator  
AT&T Information Services  
Augusta, GA

- Maintained coverage of call-servicing center in 15-minute intervals.
  - Managed 60+ information agents daily.
  - Handled scheduling and payroll information.
  - Negotiated with Operations Management Center personnel to meet company needs.
  - Assisted Center Manager and Management Team with various administrative responsibilities.
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**Community Involvement and Memberships**

- Alpha Kappa Alpha Sorority, Inc. Zeta Xi Omega Chapter – Member
- American Political Science Association - Member
- Augusta State University Alumni Association Board of Directors – Vice President for Awards
- Belair Pines Property Owners Association – Immediate Past President
- CSRA CARENET - Member
- Greater Augusta Arts Council Board of Directors – Member
- Georgia Center for Non Profits Advisory Council – Member
- International City/ County Management Association – Student Member
- Leadership Augusta Alumni – Class of 2005
- Salvation Army - Volunteer
- Youth Leadership Richmond County Board of Directors – Chair of Government and Media Day

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**Presentations**

- Abstract submitted to South Eastern Conference on Public Administration for presentation of “Form of Government and Job Satisfaction of City Managers” during Fall 2007 conference.
- “Food Insecurity and the Obesity Epidemic in Children: A Study of the Kids Café Program” presented at the Fall 2005 South Eastern Conference on Public Administration.
- “So you want a job...GO TO COLLEGE: A report on focus groups and interviews concerning the effectiveness of the ASU Career Center” presented to Augusta State University Career Center staff, Fall 2005.

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**Awards and Recognition**

- Pi Alpha Alpha Honor Society – Inducted Spring 2006
  - Augusta State University Alumni Association – Alumni of the Month February 2007
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