

Shirley L. Walker
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Work Experience:

U. S. Department of HUD – Fair Housing Division 1998 – Retired 2019

Equal Opportunity Investigator –

In this position, I investigated housing discrimination complaints in an un-bias manner, participated in fair housing seminars, conducted training at real estate conferences, first-time homebuyer's workshops, and other fair housing-related activities.

Responsibilities:

- Investigated housing discrimination complaints
- Interviewed the aggrieved person(s) by phone or in-person
- Interviewed the Respondent(s) in order to rebuke the alleged allegations
- Documented statement of allegations, accepted supporting evidence from both parties

At the completion of the investigation, case submitted to the regional office for final review and determination of cause or no reasonable cause. Several cases were conciliated during the investigation for monetary settlement. My highest monetary conciliation was \$75,000.

Compliance responsibilities included:

- Reviewed each departments' checklist for the Front-End Review monitoring and followed up on any fair housing issues found.
- Assisted in Community Planning and Developments' review for the Consolidated Action Plans for different cities to assure that Fair Housing was being practiced.

U.S. Army Reserve – 377th TSC - Sergeant First Class - 12/1984 – Retired 2013

Logistic NCO for Supply –

- Ensured all subordinate units were supplied with training and supplies.
- During 911 under Operation Enduring Freedom, I monitored the foodservice operations of all subordinate units in accordance with Army regulations; educated all food service personnel and other service members on the Army Nutritional Awareness Program.
- Reviewed, updated, and developed the SOPs (Standard Operating Procedures) for the Command Food Service Program.

- Performed a daily review in FSMS (Food Service Management System) and approved over 200 food requests.
- Approved, monitored, and reported over \$875,000 worth of mobilization meals to the U.S. Army Reserves Center in Fort McPherson, GA.
- Conducted annual reviews of subordinate units' foodservice files and programs.
- Monitored and coordinated the training of 35 subordinated food services personnel in FSMS. Represented the unit at all food services conferences.

Security Manager – Intelligence Analyst Section

- Provided security clearances (Secret/Top Secret) for the unit.
- Collected and analyzed information for background checks on each person assigned to have a clearance.
- Provided photo security badges, authorized access to secured areas of the building, provided passport information and guidance to secure proper issuance of a passport for travel.

Platoon Leader –

- Disseminated daily information and duties for the day to platoon soldiers.
- Ensured all soldiers in the section were in all training classes at the appropriate time.
- Assigned all soldiers under my leadership to needed details for duties of that day.

EDUCATION:

Tulane University New Orleans, LA Paralegal Studies – January 2011	Grantham University Kansas City, Missouri Bachelor of Science Business Administration – July 2010
Delgado Community College New Orleans LA Associates Degree – December 2000 Computer Information Technology	Delgado Community College New Orleans, LA Associates Degree – December 1999 Business Administration
University of New Orleans New Orleans, LA Coursework towards Business Management degree – March 2003	Amite High School Amite, LA High School Diploma

JOB-RELATED TRAINING -

- Fair Housing Disability Rights & Accessibility Training
- Customer Service Training
- Report Writing for Investigators
- Critical Thinking
- Personal Communication Effectiveness on the Job
- Servicing Difficult Customers
- During the Intake Process
- John Marshall Law School Basic Investigative Skills Training
- Critical Thinking and the Effective Communication of Ideas
- The Professional Development Institute for HUD Assistants
- Negotiate to Win
- Excellent Customer Service
- How to Handle People with Tact and Skill
- Military Training – Platoon Leadership Development
- NCO Basic Leadership Training
- Advanced NCO Leadership Training

AFFILIATIONS -

Blacks in Government – Member (1998 -2019)

AFGE Federal Union (1988-2019)

Silver Swans Social Club – Member/Financial Secretary/Vice-President (2008-15)

Federal Women’s Program – Member (1998-2019)

Office Black History Month Program - Coordinator (2000-2003)

St, Raymond/St. Leo Catholic Church - Lector (2009-Present)

American Cancer Society (Making Strides) – Entertainment Coordinator (2016-2019)

Additional Information -

Outstanding Rate (November 2006, 2005, and March 2003 - Monetary Award)

Time-Off Award (2003)

Performance Award (2002 – Monetary Award)

Spot Award (2002 - Monetary Award)

Highly Successful Rating (1997 - Monetary Award)