

Bio Sketch

Earl Roberts

Mr. Roberts began his government career in May of 1994 as an Adjudicator in the Retired Pay department at DFAS-Cleveland. In June of 1998 he received a merit promotion to Customer Service Representative in the Call Center of that same organization. In August of 2000, he was promoted to Lead Contact Representative. At that time, he also took on a dual role as Call Center Trainer. He provided training to incoming Retired pay classes as well as other intermittent training classes such as the DFAS Business Evolution (DBE). Upon transition to ACS, he was promoted to Contact Center Analyst and has continued in his capacity as a trainer.

Mr. Roberts is 36 years old. He graduated from Warrensville Hts High School in Warrensville Hts, Ohio. He attended Kent State University for 3 years.