

Angela L. Shaw, Field Operations Department Manager (Southern California)

Angela holds the position of Field Operations Manager-Southern California for the Deaf and Disabled Telecommunications Program (DDTP). As such, she manages the Southern California Field Operations Department, including staff based in California Telephone Access Program (CTAP) Service Centers and part-time offices, two supervisors who oversee Customer Advisors, Field Advisors, Outreach Specialists and Itinerant Field Staff, as well as the development and training methods and procedures related to all aspects of service delivery of DDTP telephone equipment, services, distribution, customer service, and Call Center database functions in consultation with other department managers. Angela similarly facilitates the hiring of Field Staff by providing input about recruitment and qualification appraisal of applicants and participating in the interview process. She recommends and implements policy and operational changes to improve customer service and Program efficiency. Angela also prepares, recommends, and implements strategic plans to expand the Program and is responsible for scouting appropriate Service Center venues and space planning of selected sites.

Prior to her joining CCAF, Angela worked in a nonprofit environment for seven (7) years and for ten (10) years with seniors and people with disabilities. She brings to CCAF her knowledge of and experience in the telecommunications industry and budget planning and implementation. Angela earned her Bachelor of Arts in Political Science (Public Administration) from Bowling Green State University.