

# Featured MCRPA Spotlight Member – December 2016



Maria Moreno

**1. What is your role at Montgomery College?**

I am a customer service representative at Westfield South with Workforce Development & Continuing Education (WD&CE). My role with the college consists of assisting students navigate the many programs we offer through WD&CE, non-credit. My specific location specializes in ESOL, GED and Citizenship classes; so most of the students we help are non-native speakers who know little or no English. Customer service is a one stop shop for students to register, ask questions about non-credit courses and WD&CE scholarships, or just get more in-depth information about the programs and partnerships we offer through MC. In short, we are basically a registration counter and welcome center for anything noncredit, if we don't have the answer we will point you to someone who does.

**2. How long have you been in the field?**

I have worked in the field of customer service for over ten years; I have been in this position for about a year and a half.

**3. How long have you been at Montgomery College?**

I have been with the college since 2010, so a little over 6 years now.

**4. What are some of your hobbies?**

I love to travel, especially road trips. I like photography, singing, reading and really enjoy attending live events. Mainly concerts and theatre performances, especially Broadway shows. I will enter any raffle to win tickets to see Hamilton... So if you all know of any let me know! Lol...

**5. What would be your ideal dream vacation?**

I would love to take an all-inclusive cruise through the Mediterranean, where I could explore different cultures. Especially if the ship stops at ports in Spain, Italy, Greece and Istanbul. I love countries with vibrant sights and culinary delights.

**6. What is the first thing you would buy if you won the lottery?**

Depends on how big the jackpot was... First, I would pay off my mortgage, then buy my mom her own house, and maybe go on that all-inclusive dream vacation I mentioned before. I would focus the rest of the winnings towards starting a non-profit organization to help women and children who have survived or are trying to get out of a domestic abuse situation.

**7. What's your favorite childhood memory?**

When I was 12, I was in the school choir, and we were lucky enough to be chosen to be a part of a larger performance group made up of kids from around the country called "America Sings". That year was special for the group because "America Sings" was invited to perform in Macy's Thanksgiving Day Parade. So I was able to take a remarkable 3 day trip, with some of my best friends to perform on Broadway. Not bad for my first trip to New York! It was magical. One of those experiences that always stays with you.

**8. What was the last movie you watched? How many stars would you give it if you were a Movie Critic?**

I watch movies all the time... I think the last one I watched was 'Sully'. I will watch anything Tom Hanks is in; he's such a versatile actor, one of my favorites.

**9. What was the last sport or music concert event you attended?**

I saw 3 Doors Down perform at the Ravens kick-off party in early fall, so that was a sports-related music event. It was great!

**10. If you could get a second chance for a "dream job", would you still be doing what you're doing right now or is there another job you would love to have?**

I love working with students, but if I had to stop working in higher education, my pipe dream would be to become a writer; specifically, a novelist. Not necessarily JK Rowling stature but just to be able to move people with my words on a global scale would be a dream in itself.