



Name: **Betsy Robinson**

Years at Penn: 19  
Years at FRES: 19

**Job title (and brief description of job duties):**

Director of Special Projects – explore new process improvements, efficiencies and quality programs that delivery higher customer service and efficiencies and act as O&M liason with FRES IT on all O&M initiatives, oversee customer call center.

**Have you taken any classes, received a degree, or attended any lectures at Penn? If so, please describe...**

I completed a few certificate classes on public speaking and management.

**Have any family members attended Penn (i.e. children, spouse)?**

My father attended Penn (class of 1959) and my daughter will be attending in the Fall (class of 2021).

**What is your favorite building on campus?**

My favorite building is Irvine Auditorium. I love the hand painted ceiling in the auditorium. I remember when the building was being renovated and it was an incredible sight watching it transform.

**What is your favorite Penn tradition, event, or memory?**

I used to come every Saturday as a young child with my dad and brothers to the football games at Franklin Field. My brothers and I would cause a little havoc running around the upper stands. It is also when I learned all the Penn fight songs!

**What is your best habit? ...or best hidden talent?**

Best hidden talent – I'm an awesome parallel parker!

**Who is your favorite hero (fictional or real life)?**

My father.

---

**What is your motto, words to live by, or best advice?**

I've always like the proverb "I ask not for a lighter burden, but for broader shoulders". Not so sure it's my motto, but it helps in difficult times.

---