



Melissa Hinton

## Contact

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## EXPERTISE

- » **Group Instruction**
- » **Brand Development**
- » **Quality Assurance**
- » **Customer Centricity**

## EDUCATION

**BUSINESS MANAGEMENT**  
Missouri State University - WP  
2011 - 2014

**CHILD & FAMILY DEVELOPMENT**  
Missouri State University - WP  
2011 - 2014

**HONORS GRADUATE**  
West Plains High School  
2007 - 2011



## Hello!

Thank you so much for taking time out of your busy day to peruse my portfolio! To keep this short, sweet and to the point, I am an ambitious woman, actively seeking REMOTE employment (also willing to zoom around the big wide world, occasionally) to further my professional development and passions in the workplace. After years of diverse office experiences, I have found my niche, training individuals, managing teams, speaking to the public and creating an online presence that facilitates new ideas, open communication and a positive, growing platform. I am looking forward to helping you with your business needs and welcome the chance to meet!

## MOST NOTEABLE POSITIONS

### **HUMAN RESOURCES TRAINER / AMAZON.COM**

*August 2020 to Present*

Facilitated open communication, encouraged employee growth and development, gave and received feedback. Created PowerPoint presentations for various processes to improve quality and productivity. Eliminated bias and roadblocks by implementing new methods of standardized best practices. Conducted multiple classes to improve performance and confidence. Collaborated with department teams to define business requirements. Reported data through Amazon platforms. [ COVID RESOURCE CENTER ]

### **CLASSIFIED SPECIALIST + READER SERVICES / MANKATO FREE PRESS**

*April 2019 to May 2020*

Customer relations, staff coordination, managed subscription services, sales & promotions. Designed ads, obituaries, legal notices, and worked with tight deadlines. Managed databases, magazine and local publication reports. Keyholder, special projects & administrative duties. Employee engagement committee member.

## SKILLS

### MICROSOFT SUITE PROGRAMS

### PR/SOCIAL MEDIA/DESIGN

### CUSTOMER SERVICE

### EVENT MANAGEMENT

## INTERESTS

- » **Public Speaking**
- » **Creative Design**
- » **World Travel**
- » **Virtual Operations**
- » **Creative Writing**
- » **Technology**

## SMALL ROLES

### OPTICIAN

**Shopko Optical Center, MN**  
2018 - 2019

### VOLUNTEER LITERACY TUTOR

**AmeriCorps, MN Reading Corps**  
2017 - 2018

### BOOKSELLER/TRAVEL ASST.

**Barnes & Noble & PGAV, MN**  
2015

### SECRETARY

**Community & Family Education, MN**  
2013 - 2014

### EVENTS ASST./AMBASSADOR/ STAR LEADER

**MO State University - WP**  
2012 - 2013

## EXPERIENCE continued

### RESEARCH & DEVELOPMENT COORDINATOR / ROOTS & WINGS FOUNDATION

*July 2016 to April 2017*

Worked directly with the CEO at all Rosewood locations. Developed policies and manuals for the Admissions, Case Management & Residential Services departments. Researched programs for special needs individuals who were looking for employment within the community. Assisted Human Resources in hiring and restructuring. Created community engagement programs. Marketing assistant, Events assistant, Secretary & Retail management. Performed data entry tasks, sanitation, back-room organization, sent out company communications, money handling/deposits, event photography, managed community service projects, music playlist creator for store locations.

### PROJECT SPECIALIST / GB CHAMBER OF COMMERCE & ECON. DEV.

*January 2016 to July 2016*

Tourism assistant, specializing in events and community engagement. Data entry, database management, planned meetings for several city groups, interim facilities manager. Performed clerical duties, money handling and reporting, event labor and photography. Performed quality assurance proofing of city communications. Liaison of the Young Professionals program. Served outside of work on the Great Bend Brit Spaugh Zoo's Board of Directors, helped with PR, events and photography for Zoo events, working with the city on many special projects. Was approached by the Director of Rosewood Services at a Chamber event, prompting the job change.

## References

### *Emily Bridges*

#### **Supervisor**

Baxter Healthcare Corp.  
*Personal Reference*  
Bridges246@live.missouristate.edu  
870 - 421 - 1770

### *Dylan Bledsoe*

#### **Music Producer**

Full Sail University  
*Personal Reference*  
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417 - 293 - 1644

### *Justin Niles*

#### **Human Resources**

Mankato Free Press  
*Professional Reference*  
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### *Paloma Eddowes*

#### **Human Resources**

Amazon.com  
*Professional Reference*  
palomajo@amazon.com  
910 - 685 - 5499