

# MELANIE MESSICK

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· melaniemessick@yahoo.com ·

*To obtain job where I can use my expertise to not only help others, but to build my own career and build a lasting relationship with a company.*

## EXPERIENCE

**09/19/2022 – PRESENT**

**TITLE CLERK & ADMINISTRATIVE ASSISTANT, MAXEY TRAILER SALES/MGS, INC.**

- As title clerk, I managed and produced all documents and information for the customers to take to the DMV and get a title for their trailer, kept in good contact with the county to assure I was up to date on any law changes, and was in charge of processing title transfers and fleet renewal with the county.
- As administrative assistant, I answered all incoming phone calls and directed customers to the right associate, processed all cash, credit card, and check payments in our system (Epicor), welcomed every customer into the building and directed them to the correct associate, as well as created invoices and billed companies we transported for via our transportation company.

**12/09/2021 – 09/15/2022**

**GUEST SERVICES MANAGER, STONEBRIDGE COMPANIES (FAIRFIELD BY MARRIOTT)**

- As the Guest Services Manager, I am responsible for overseeing two different departments: front desk and breakfast. As manager I am responsible for creating schedules, overseeing and training staff, ordering items for both the market and the breakfast area, performing daily accounting tasks, and working front desk shifts.
- Working at the front desk means I am checking guests in and out, handling credit cards and cash, using service recovery tactics when a guest is upset, dealing with unruly guests, and performing everyday duties.

**01/08/2019 – 02/01/2020**

**GUEST SERVICES SUPERVISOR, STONEBRIDGE COMPANIES (COURTYARD BY MARRIOTT)**

- At the Courtyard I was responsible for overseeing staff's day to day activities, scheduling employees to work, hiring new employees, training new employees, and creating fun contests and outings to keep my staff happy.
- I also worked at the front desk meaning I had to have exceptional customer service, make reservations, check guests in and out, handle cash and credit cards, handle guests' issues and complaints, keep the lobby clean, and answer phones.

**06/01/2015 – 12/09/2021**

**OFFICE MANAGER AND ADOPTION SPECIALIST, THE ANIMAL DEBT PROJECT**

\*THIS WAS MY FAMILY'S DOG RESCUE. I WORKED HERE WHEN I WAS NOT EMPLOYED ELSEWHERE (PAID POSITION) \*

- As office manager I was responsible for keeping all pet records up to date and current with PACFA regulations, kept track of all money entering the rescue (donations and adoption fees, and paid all bills associated with the rescue. I also managed all social media platforms and our website.
- As adoption specialist I was responsible for scheduling meet and greets, performing meet and greets, completing all necessary paperwork for adoption, performed home inspections, and accepted adoption fees.
- On top of all this I also cared for the dogs full time which included feeding, cleanup, minor vetting, and getting them their necessary exercise daily.

**EDUCATION**

**MAY 2016**

**HIGH SCHOOL DIPLOMA, HIGHLAND HIGH SCHOOL**

Ault, Colorado

**SKILLS**

- Microsoft Office (Word, Excel, Outlook, etc.)
- Google Programs (Docs, Sheets, Etc.)
- Social Media Platforms (Instagram, Facebook, Tik Tok, etc.)
- Marriott Systems (FOSSE, MARSHA, OneYield)
- Colorado Vehicle Titling Procedures
- Appointment Setting
- Employee Schedules
- Self-Starter
- Exceptional Customer Service
- Fast Learner
- Multi-Line Phones
- Cash Handling
- Accounts Payable/ Receivable
- Team Player

**REFERENCES**

**Wyatt Stewart**, K9 Caretaker, The Animal Debt Project 512-788-1102

**Alaina Wichterman**, Guest Services Supervisor, Fairfield by Marriott  
970-342-5502

**Ashley Raymer**, Manager, The Animal Debt Project  
970-732-3286