

Melissa Dunkelman

2574 15th St Southwest Loveland, Colorado 80537
(970) 412-1818 ♦ me.dunkelman315@gmail.com

An eager individual with previous experience in assisting and handling functions in the work place. Able to have a positive attitude towards clients and coworkers.

EDUCATION

Bachelor of Science, Psychology, Colorado State University, Fort Collins, CO Graduated May 2018

Relevant Course Work: Psychology of Conflict Resolution; Psychology of Gender; Personal Computing

- Knowledge of conflict identification & techniques to effectively resolve them; gender perspective in relation to different situations; computing skills on hardware and software concepts.

SKILLS & KNOWLEDGE

- ♦ Effective Written & Verbal Communications ♦ Screening Crisis Intervention Calls ♦ Efficient Multitasking
 - ♦ Data Collection & Record Management ♦ Collaborating With Team Member ♦ Problem-Solver
 - ♦ Housekeeping & Maintenance ♦ Handling/Moving Objects ♦ Empathy
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RELEVANT EXPERIENCE

Customer Service Agent, Press-One Customer, Fort Collins, CO *February 2019- Now*

- Actively listen & respond accordingly to customer's concern
- Corresponding to emails effectively by acknowledging, resolving & offering further assistance
- Maintaining a healthy attitude & responding with patience
- Entering & unitizing accurate data into database to assist the customer

Youth Group Assistant, Crossroads Safehouse, Fort Collins, CO *June 2017- August 2018*

- Provide practical support for the children in the shelter including but not limited to: addressing behavior issues, resolving simple conflicts
- Facilitate fun & safe activities for children ages 15month to 10 years old
- Independently managed farm animal presentation day
- Facilitate "Time to Play" clean up sessions and a reward system to enforce the operant conditioning
- Create a safe environment for the children to express themselves
- Maintained communication with Youth Group Coordinator regarding attendance, children's' behavior & other concerns as needed

Shelter Support Advocate, Crossroads Safehouse, Fort Collins, CO *June 2017-January 2018*

- Review the schedule & resident count to identify vacant rooms to efficiently support callers seeking shelter
- Screened & appropriately respond to crisis calls
- Collect information upon initial contact & enter data into shared spreadsheet
- Utilize guideline to decide whether a caller can benefit from the Shelter Program or should be referred to local community & human services
- Supply residents with food from the pantry & clothes from the shelter's boutique
- Actively listen & engage in conversations to asses client situation & provide suitable resources

Undergraduate Teaching Assistant, Colorado State University, Fort Collins, CO *August 2017- May 2018*

- Lead small group discussions in the classroom
- Connected with students & responded to their questions or concerns via email & in person
- Assisted the instructor with grading & giving feedback to students on assignments
- Proctored exams & assisted with material distribution
- Collaborated with other teaching assistants in my team to ensure proper division of work, flow of assignments, & completion of tasks

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WORK EXPERIENCE

Cashier/ Fuel Clerk, King Soopers, Loveland, CO

June 2014- August 2015

- Processed customer payments using cash, credit cards & checks
- Listened to customer issues & efficiently resolved their concerns
- Evaluated customers' needs & discussed service options to meet their requirements
- Acknowledge customers & offered assistance when needed
- Informed customers about current promotions & sales, encouraging them to take advantage

Cashier/ Team Member, Charley's Philly Steaks, Loveland, CO

April 2012- May 2012

- Welcomed customers & recorded their orders
- Helped answer customer questions regarding meal & drink options
- Joined & assisted coworkers with backed orders as needed
- Processed different forms of payment including but not limited to, credit cards, cash, & checks

Chef, Budweiser Event Center, Loveland, CO

January 2011- March 2012

- Prepared requested orders to customer's satisfaction
- Communicated with team members when completing orders

Sign Spinner, Wild Wings N' Things, Loveland, CO

October 2009- March 2010

- Effectively utilized limited time to draw & greet customers
- Marketed business sign to attract new customers