

Mel Childs

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Hiram, Georgia

A dedicated, passionate, professional offering extensive experience in office administration for quality organizations. Seeking to secure a position that affords opportunity for advancement. Skilled at: identifying areas for improvement, implementing positive changes, and enhancing productivity. Excel at: customer support, communications, and serving as a liaison between departments. Credited as a highly valued team member with the ability to lead special projects, launch initiatives, and coalesce colleagues behind a unified point of view. A leader, consistently rewarded with greater levels of responsibility due to a proven track record of achievement.

Areas of Expertise include:

- Records Management
- Staff Training
- Google Calendar
- Scheduling & Calendars
- MSWord, Excel, Outlook, PowerPoint
- PeopleSoft Financials
- Expense Reports & Statements
- QuickBooks

Professional Experience

THOMAS ARVID FINE ART • Marietta, GA • 2015 - 2020

EXECUTIVE ADMINISTRATIVE ASSISTANT

Actively oversee daily office operations serving as the lead point of contact for business professionals, vendors, and customers seeking to procure artwork. Engage with galleries and individual customers educating them on art available for sale, associated pricing, and shipping and handling costs and timelines.

Key Accomplishments:

- Update and maintain personal schedules for senior managers, as well as public event calendars in six-month intervals.
- Collaborate with the Sales Director analyzing profits in an effort to forecast future demand and sales projections.
- Process and receive payments for artwork from business and individual customers via check, COD or Net 30 arrangements.
- Improved forms utilizing Excel with the goal of enhancing productivity.
- Monitor and reorder office supplies utilizing corporate purchasing card to ensure operation at peak efficiency.
- Plan logistics for special events such as art shows, gallery exhibits, and special events.

TROY UNIVERSITY • Dunwoody, GA • 2012 - 2015

ADMINISTRATIVE SUPPORT SPECIALIST

Delivered exemplary assistance to the District Director, Enrollment Managers, and Recruiters in daily office operations managing workflow, supporting initiatives, and executing ad-hoc tasks as assigned.

Key Accomplishments:

- Liaised with the Senior Administrative Assistant preparing annual budgets and processing expense reimbursements for faculty and senior staff members.
- Assisted with the planning of special events such as: Open Houses, Chamber of Commerce Meetings, Graduation Ceremonies, and other campus events.
- Communicated with former military clients helping them obtain education benefits by acting as a Certifying Officer through the process.
- Ensured audio-visual equipment was tested and properly working for faculty and recruiters for long-distance meetings.
- Selected as a Test Administrator and Proctor for graduate entrance exams, placement exams, and end of course exams.
- Generated materials aimed at recruiting students to the university and underlining the value that Troy University has to offer each student.
- Prepared minutes, agendas, and action items for meetings.

SANFORD-BROWN COLLEGE • Sandy Springs, GA • 2007 - 2012

ASSISTANT RECORDS MANAGER • 2009 - 2012

Liaised with the Senior Records Manager in support of the Campus Dean to track the progress of students moving toward graduation. Reviewed required classes and scheduled students accordingly to ensure they met graduation standards on time. Additionally, submitted grades for student files.

Key Accomplishments:

- Scheduled 500 to 800 students in classes for five-week increments.
- Generated and presented statistical reports regarding student population for senior stakeholders to assist with future planning for the college.
- Assisted with internal and external audits and accreditation reviews.
- Ensured confidentiality of student records in compliance with government and corporate policies.
- Increased overall efficiency of the office by 50% through adhering to firm policy, restructuring delivery of services, and rearranging the filing system.
- Credited with improving daily workflow by introducing new methods that eliminated redundancy and mitigated waste.
- Presented a monthly seminar regarding the commencement process to approximately 40 students.
- Supervised an average of one to four work-study employees in various aspects of their jobs.

ADMINISTRATIVE ASSISTANT • 2007 - 2009

Offered a high level of support to the Admissions Director and Compliance Manager with daily enrollment activities within the Admissions Department of a medical college. Greeted enrolling students and upon arrival answering any questions. Additionally, prepared meeting space for students and admissions advisors.

Key Accomplishments:

- Operated a multi-line switchboard often handling over 100 incoming calls on a daily basis. Engaged with callers, identified their needs, and directed communication to the appropriate party.
- Verified student records for accuracy before transmitting them to the registrar.
- Ensured confidentiality protocols at all times via digital and hard copy files. Additionally, monitored the locked storage of paper records.
- Ordered the necessary admissions paperwork to ensure an adequate amount was on hand for students and staff to their respective processes.
- Prepared expense reports submitted to corporate office for campus president and other senior members, utilizing PeopleSoft financials.

Additional Experience

KOHL'S • PART-TIME JEWELRY & CUSTOMER SERVICE ASSOCIATE • Austell, GA • 2018 – 2020

WOMEN IN FILM AND TELEVISION ATLANTA • VOLUNTEER BLOG DIRECTOR • Atlanta, GA • 2015 – 2018

SAKS FIFTH AVENUE – PHIPPS PLAZA • SEASONAL SALES ASSOCIATE • Atlanta, GA • 2014 – 2018

RICK HENDRICK TOYOTA • CASHIER & RENTAL AGENT • Sandy Springs, GA • 2006 – 2007

MACY'S – LENOX SQUARE • SALES ASSOCIATE • Atlanta, GA • 2004 – 2006

COLLIERS TURLEY MARTIN TUCKER • RESEARCH INTERN • St. Louis, MO • 1995

Education, Certifications & Associations

M.B.A. in Project Management

KELLER GRADUATE SCHOOL OF MANAGEMENT | Decatur, GA

B.A. in History

SPELMAN COLLEGE | Atlanta, GA

Certified Notary Public