

MELISSA SCOTT

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EXPERIENCE

APRIL 2018 – PRESENT

BUSINESS OWNER, CONSULTING BY MELISSA

- Offering virtual assistant and project management services to businesses:
 - Website Management
 - CRM Management
 - Microsoft 365 Services (Word, Excel, PowerPoint, Visio, Power BI, OneNote, Outlook, OneDrive, Skype and limited SharePoint and Access)
 - Business Support, Research, Recommendations

JULY 2016 – APRIL 2018

IT PROJECT COORDINATOR, TAZERGY

- Discussed the objectives, requirements, and budgets of a project.
- Negotiated with contractors and other professionals.
- Manages vendor relationships.
- Controlled a project from start to finish.
- Led system selection, project planning conversion, and implementation of new phone system.
- Responsible for ongoing process improvements to identify reengineering opportunities that increase speed, quality, and customer satisfaction.
- Provided advice and support for users requiring assistance with information technology issues and problems.
- Responded to requests to technical assistance by phone, e-mail, or using a help desk management system.
- Installed and configured workstations based on company needs and requirements.
- Conducted research into technical issues and products as required.
- Provided user support for the initial training on equipment and software.
- Oversaw construction, contracting, and equipment acquisition for senior living facilities geared to support employees and residents.
- Led the conversion of legacy telecommunication systems to VOIP.

MAY 2014 – APRIL 2016

BUSINESS ANALYST, ROSEBUD TECHNOLOGIES (CONTRACT/REMOTE)

- Applied analytics to real time client data to identify previously undetectable trends.
- Coordinated and presented software training to C-level executives.
- Created onboarding process for new hires.
- Designed marketing material, email campaigns, monthly newsletters.
- Implemented CRM system, improving customer relationships and internal communication.
- Worked with nonprofit organizations and businesses to provide software support and website design.

APRIL 2014 – PRESENT

BUSINESS CO-OWNER, M&K TECHNICAL SERVICES (REMOTE)

- Develop and implement overall human resource policies.
- Administer personnel and payroll procedures, policies and systems to meet company and employee needs.
- Maintaining and updating personnel files, ensuring compliance with federal and state regulations pertaining to benefits and wages.

JANUARY 2005 – DECEMBER 2011

BUSINESS OWNER, MS TRANSCRIPTION (REMOTE)

- Performed task of interpreting and transcribing dictation by physicians.
- Maintained strict patient and physician confidentiality.
- Managed business records, equipment, security, and tax filings.

MARCH 2002 – DECEMBER 2007

BUSINESS OWNER, PASSION PARTIES

JUNE 2003 – DECEMBER 2004

EXECUTIVE ASSISTANT, MCCURDY ATTORNEY

JUNE 2001 – JULY 2002

ADMINISTRATIVE ASSISTANT, RESOURCE CONSULTANTS, INC

SEPTEMBER 1999 – MAY 2001

CUSTOMER SERVICE SPECIALIST, THE SENTINEL GROUP

JANUARY 1998 – APRIL 1999

BUSINESS OWNER, HEAVEN SCENT CLEANERS

EDUCATION

JULY 2014

BBA INFORMATION SYSTEMS, KENNESAW STATE UNIVERSITY

SKILLS

- Business Intelligence
- Big Data
- Cloud Computing
- Website Design (WordPress, Wix)
- Video Production (Camtasia)
- Marketing Campaigns (MyEmma, Constant Contact, Automational, MailChimp, Hootsuite)
- Remote computer support
- Data management
- VOIP Administrator (8x8)
- CRM Administrator
- Project management
- Process implementation
- Microsoft (Word, Excel, Outlook, PowerPoint, OneNote, OneDrive, Sway, Access, Skype, Delve, Yammer, Publisher, Project, FrontPage, Power BI, Dynamics CRM, Visio)