

MELISSA J. FAHRENBRUCH
CURRICULUM VITAE

1112 New York St.
Lawrence, KS 66044

Phone: (970) 534-7987
Email:meljofah@gmail.com

PROFESSIONAL PREPARATION

EDUCATION

B.A. (2015) Environmental/Sustainability Studies; Minor in Geography, University of Northern Colorado, Greeley, Colorado

A.A. (2013) General Studies, Pearl River Community College, Hattiesburg, Mississippi

TEACHING AND UNIVERSITY EXPERIENCE

- 2017, Graduate Teaching Assistant, Geography Discussion Section: People, Place, and Society, University of Kansas; 15 students/class.
- 2016-2017, Affordable Care Act ‘Obama-Care’ Marketplace Production Floor Training; General Dynamic IT; 6 trainees/class.
- 2014-2015, Community Assistant; Apartment Life Division, University of Northern Colorado.
- 2014-2015, Editor and Contributor to Apartment and Housing Newsletter, University of Northern Colorado.
- 2013-2014, Student Office Assistant; Monfort College of Business, University of Northern Colorado
- 2013-2014, Student Assistant to the Editor, Journal of Business & Economics Research, University of Northern Colorado.
- 2009-2011, Team Lead; Production Floor Training and Mentorship of 60 team members.
- 2011, Amazon.CA New Hire Training, Amazon.com; 15 trainees/class
- 2011, Endless.com New Hire Training, Amazon.com; 15 trainees/class
- 2010, Amazon.com New Hire Training, Amazon.com; 30-45 trainees/class
- 2010, Created trainings for U.S. & China mass gift certificate programs, & updated trainings for Amazon.ca, and Endless.com customer service operations.

COMMUNITY AND UNIVERSITY SERVICE

2017-2018 First Year Representative for Course Fee Advisory Committee, Urban Planning Department, University of Kansas, Lawrence, Kansas

2017-2018 Member, Kansas Association of Planning Students, Chapter of the American Planning Association, Lawrence, Kansas

2017- Current, Member, East Lawrence Neighborhood Association, Lawrence, Kansas

2015- Current, President, Member, Brook Creek Neighborhood Association, Lawrence, Kansas

- Conduct Neighborhood Monthly Meetings, represent the neighborhood at City Council meetings, organize key note speakers at monthly meetings, draft support letters for key measures supported by the association, and participate in neighborhood sponsored events.
- Participated in Traffic Calming Commission Advisory Board in reducing the speed limit from 30 MPH down to 20 MPH on East Glenn Ave. November 2016
- Participated in the Stakeholder Parks and Recreation Master Plan Focus Group April 2016

- Participated in proposal for a resolution for the use and management of the Brook Creek Nature Area 2016-2017- ongoing

2014-2015, Vice President, Mortar Board Senior Honor Society, Golden Key Chapter, University of Northern Colorado, Greeley, Colorado

- Participated in My Favorite Professor Banquet and Awards Ceremony, Spring 2015
- Chaired and Organized Graduation Flower Sales Fundraiser, Spring 2014, Winter 2014, Spring 2015.
- Escort to Award Winner, Mary Fagerberg at the Weld County Women's Gala, October 2014
- Chaired and Participated in Regional Clean-up Project, Garden of the Gods, Summer 2014
- Committee Member for Books to Kids In Need, Book Drive, December 2014

2013-2015, Mentor, International Ambassador Program, University of Northern Colorado, Greeley, Colorado

- Chaired and Organized Mardi Gras Event for International Students, February 2014
- Participated in Fort Collins Day Trip for International Students, Fall 2013

2012-2013, Vice President of Communications, Co-Vice President of Planning, and Contributor for Scholarships, Phi Theta Kappa International Honor Society, Beta Tau Gamma Chapter, Pearl River Community College, Forrest County Center, Hattiesburg, Mississippi

- Contributor writer for Scholarships and Awards for our Chapter. As a chapter we won at the International Convention; Distinguished Chapter Award, Distinguished College Project Award, nomination for our College President, Dr. William Lewis, and received the Shirley B. Gordon Awards of Distinction, nomination for our Advisor, Dr. Terri Smith-Ruckel, and received the Paragon Awards for New Advisors, and for our first year being a chapter we were among the top 100 chapter listing and were listed as a Five Star Level Chapter. 2013
- Committee Member State/Local Political Forum Breakfast at Pearl River Community College January 2013
- Chaired and Organized Public Voters Drive on Pearl River Community College Campus, September 18-19, 2012

CONFERENCES AND PROFESSIONAL EVENTS ATTENDED

- 2015, Academic Excellence Week, Undergraduate Research Day, University of Northern Colorado; April 9, Greeley, Colorado
- 2014, Joint Meeting of the Southwest-Great Plains/Rocky Mountain Association of American Geographers (AAG); October 24-26, Albuquerque, New Mexico.
- 2013, Meeting of the Great Plains/Rocky Mountain Division AAG; October 12-14, Omaha, Nebraska.
- 2013, Meeting of Phi Theta Kappa International Conference; April 4-6; San Jose, California
- 2012, Meeting of the Southeastern Division of the AAG; November 18-20; Ashville, North Carolina.

- 2012, Meeting of Mississippi/Louisiana Fall Regional Conference, Phi Theta Kappa, September 21-22; New Orleans, Louisiana
- 2012, 45th Honors Institute “The Culture of Competition”, Phi Theta Kappa, June 18-23; Denver, Colorado
- 2012, Meeting of the Conference of Latin Americanist Geographers; January 11-13; Mérida, Yucatán.
- 2010, Amazon ACES Kaizen, Grand Forks Event, Amazon.com, October; Grand Forks, North Dakota

ACADEMIC AND PROFESSIONAL PRESENTATIONS

- 2016, Traffic Calming for Brook Creek Neighborhood Association, Traffic Advisory Board, Lawrence, Kansas
- 2016, Traffic Calming for Brook Creek Neighborhood Association, Lawrence City Commission, Lawrence, Kansas
- 2016, Urban Agriculture Rezoning, Lawrence City Commission, Lawrence, Kansas
- 2015, Undergraduate Research Day, *Poster*, Biogeography of the North American Monarch Butterfly (*Danaus plexippus*). University of Northern Colorado; Greeley, Colorado
- 2010, Amazon Specialty Lines of Business Stakeholder Conference, Grand Forks Event, Amazon.com; Grand Forks, North Dakota
- 2009, Amazon Specialty Lines of Business Stakeholder Conference, Grand Forks Event, Amazon.com; Grand Forks, North Dakota

AWARDS, HONORS, AND DISTINCTIONS

- 2017-2018 Jim Mayo Scholarship Urban Planning, University of Kansas, Lawrence, Kansas (\$1,500)
- 2016 100% Quality and Customer Service Award, General Dynamics IT, Lawrence Kansas (8 award pins and a certificate of excellence)
- 2014-2015 Apartment Life Building Block Award for Community Building
- 2014-2015 Apartment Life Resident Retention Award for 79% of residents to release housing contracts.
- 2014-2015 Mortar Board Senior Honor Society, Golden Key Chapter, University of Northern Colorado, Greeley, Colorado (Membership) (Vice President of Chapter)
- 2014-2015 Don V & Dwylia Felt Scholarship, University of Northern Colorado, Greeley, Colorado (\$1,025)
- 2014-2015 Pell Grant, University of Northern Colorado, Greeley, Colorado (\$1,580)
- 2014-2015 Need Based Grant, University of Northern Colorado, Greeley, Colorado (\$890)
- 2014-2015 College Opportunity Fund Stipend, University of Northern Colorado, Greeley, Colorado (\$2,559)
- 2014-2015 CO Student Grants, University of Northern Colorado, Greeley, Colorado (\$2,300)

- 2013-2014 National Undergrad Transfer Scholar, University of Northern Colorado, Greeley, Colorado (\$6,000)
- 2012 Honors Scholar Award, Phi Theta Kappa Honors Institute, Denver, CO.
- 2012 Outstanding Customer Service, the Home Depot, Inc. (Recognition Pin and \$250)

PROFESSIONAL AFFILIATIONS

- Kansas Association of Planning Students, Chapter of the American Planning Association, Member, Lawrence, Kansas
- East Lawrence Neighborhood Association, Member, Lawrence, Kansas
- Brook Creek Neighborhood Association, President, Member, Lawrence, Kansas
- Mortar Board Alumni Association, Member, University of Kansas, Lawrence, Kansas
- Mortar Board Senior Honor Society, Golden Key Chapter, Vice President, University of Northern Colorado, Greeley, Colorado
- International Ambassador Program, Mentor, University of Northern Colorado, Greeley, Colorado
- Phi Theta Kappa International Honor Society, Beta Tau Gamma Chapter, Vice President of Communications, Co-Vice President of Planning, and Contributor for Scholarships, Pearl River Community College, Forrest County Center, Hattiesburg, Mississippi
- History and Humanities Club, Secretary, Pearl River Community College, Forrest County Center, Hattiesburg, Mississippi
- Sigma Kappa Delta National English Honor Society, Member, Pearl River Community College, Forrest County Center, Hattiesburg, Mississippi

OTHER PROFESSIONAL EXPERIENCE

2017- Current Graduate Teaching Assistant, Department of Geography & Atmospheric Science, University of Kansas, Lawrence, Kansas

- Create and Grade Discussion Assignments through Blackboard.
- Lead and lecture Discussion classes 3 classes of 15 students.
- Assist Lead Lecturer was grading mid-term and final tests.
- Assist Lead lecturer in Lecture Class 90 students.
- Coordinate with other discussion leader in creating section actives.
- Hold office hours to assist students with questions and concerns.

2015-2017 Medicare/Marketplace Customer Service Representative, General Dynamics IT, Lawrence, Kansas

RESPONSIBILITIES

- Create and manage phone applications for the Affordable Care Act Health Insurance Marketplace.
- Mentor associates with phone etiquette and application processes.
- Volunteered for the offline application team.
- Tested the 6.11 update release of NGD program before released nationwide.
- Participated in the focus group and meeting for the Training, Quality, and Content Biannual Project
- Customer service for Medicare eligible and disability beneficiary.

- Mentor for new hire training classes with live calls.

2014-2015 **Part- Time Community Assistant, Apartment Life Division of Housing and Residential Education, University of Northern Colorado, Greeley, Colorado**
RESPONSIBILITIES

- Care for 72 Student Residents and 6 University House Residents.
- Safe Zone certified and social justice, diversity trained.
- Receptionist for leasing office, customer service confidentiality.
- 24/7 Duty responsibility for 2 apartment complexes and 5 houses.
- Created academic, socially diverse, and fun programs and events for the community.
- Created sustainability article and managed Apartment and University House Life Monthly Newsletter.

2013-2014 **Part-Time Work Study, Monfort College of Business Dean’s Office, University of Northern Colorado, Greeley, Colorado**
RESPONSIBILITIES

- Customer service for the office front desk.
- Managed Lost and Found.
- Answered phone calls and directed to correct office or staff member.
- Maintained mail and copying center.
- Managed student staff schedules.
- Assisted faculty and staff with computer programs and files.
- Projects as needed for special events or printing projects.
- Updated and managed faculty and staff mailing list.
- Updated computer files for new server transfer.
- Assisted faculty member/editor-in-chief with creating a list of academic reviewers for an academic journal, *The Journal of Business & Economics Research* (JBER) published by The Clute Institute, to maintain database of articles, reviewers, and deadlines.

2013. **Part-Time Sales Specialist, the Home Depot, Longmont, Colorado**
RESPONSIBILITIES

- Customer service and sales for the flooring and décor department.

ACHIEVEMENTS

- Certified in Home Décor Sales and product knowledge.

2011- 2013. **Part-Time Sales Specialist, the Home Depot, Hattiesburg, Mississippi.**
RESPONSIBILITIES

- Customer service and sales for the flooring and décor department.

ACHIEVEMENTS

- Received recognition for Outstanding Customer Service recommended by store manager one of ten employees out of over 100 coworkers.
- Received highest average on review for store and department in first six months.

- Lead the department to be the top store for sales in our district for 5 weeks running.

2006-2011. **Customer Service Associate (2006-2009); Team Lead (2009-2011), Amazon.com, Grand Forks, North Dakota.**

RESPONSIBILITIES (Team Lead)

- Responsible for 10-30 representatives in the daily calls and emails for Customer Service.
- Handled escalated calls from customers who wish to speak to a supervisor.
- Maintained all my team's spreadsheets and daily administration duties.
- Coached and data-mined phone calls and emails for minimum of 10 representatives throughout the month.
- Trained new representatives for Endless.com, Amazon.ca, AmazonWireless, Amazon.com, internal gift certificates for mass email and special cases, and New Team Leads.
- Assisted my manager with business management of Amazon.ca, Endless.com.
- Assisted leadership and business groups with projects domestic and international.
- Maintained and created goodwill and mass mail gift certificates for Amazon.com, Amazon.ca, endless.com, and Target.com.
- Created training for the creation of Goodwill/Mass gift certificates, updated training for Amazon.ca, and Endless.com.
- Submitted Corporate and Site Catalyst Project and helped host the project with corporate stakeholders from across the U.S. and international.

2004-2006. **Payroll Specialist, Casa Blanca Hotel and Casino- Mesquite, Nevada**

RESPONSIBILITIES

- Data entry of hours and tips for hourly employees (900+)
- Audit of tri-property time and attendance sheets.

2004. **Account Payables, Pharmaca Integrative Pharmacy- Boulder, Colorado**

RESPONSIBILITIES

- Data entry of invoices received from vendors for 8 stores and growing.
- Worked with vendors to reconcile accounts.
- Researched missing invoices and incorrect amounts for stores and vendors.

2002-2003. **Human Resource and Payroll Administrator, Corporate Plus, Inc. - Boulder, Colorado**

RESPONSIBILITIES

- Researched and revamped insurance benefits for companywide benefit package.
- Audit and pay payroll commissions and bonuses for sales staff of 160 employees.