

MELISSA PERSON

757-288-0199

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PROFILE

Dynamic, self-directed, and ambitious professional with over 15 years of experience in programming with an incredible track record of achievement and success. Extensive organization, management, and leadership results. Highly specialized in Human Resources, Administration and Business Management while forging strong relationships among internal and external stakeholders.

EMPLOYMENT HISTORY

Dec 2022 — Sept 2025

CUSTOMER SERVICE REPRESENTATIVE, THE SMALL BUSINESS ADMINISTRATION

- Delivered comprehensive administrative support for federal programs, efficiently managing a high volume of phone, email, and chat inquiries with exceptional accuracy and professionalism.
- Handled sensitive documentation and facilitated seamless coordination across multiple teams, resulting in timely resolution of complex issues.
- Maintained strict confidentiality while tracking and reporting performance metrics in a high-pressure environment, contributing to improved operational transparency and accountability.
- Proactively supported a wide range of administrative tasks, which enhanced communication and streamlined coordination across departments, leading to increased organizational efficiency.

Jun 2013 — Dec 2022

PROGRAM ADMINISTRATOR, THE GODDARD SCHOOL

- Oversaw all Program Administration for organizational programs
- Maintained online presence, ensuring information was available in real time
- Encouraged close partnerships to increase alignment of learning opportunities with learning standards and curricula
- Integrated Supplemental Education Services to ensure students were reaching their highest academic potential. Conducted inventory of existing programs and performed needs assessments for additional programming
- Assisted with the development of policies to ensure proper care and security within the school, completed reports and responded to internal/external project-related inquiries as needed
- Maintained positive and effective relationships with parents and guardians
- Maintained calendar and scheduling for school events and prospective tours
- Oversaw and maintained a safe, healthy, and nurturing learning environment

Aug 2011 — Jun 2013

EXECUTIVE ASSISTANT, PHOENIX RESOURCING GROUP

- Provided senior-level administrative support to the President and CEO.
- Monitored the President and CEO's calendar and tickler for upcoming deadlines and events, following through on necessary details.
- Scheduled internal meetings for executives overseeing all logistical needs.
- Drafted correspondents and prepared reports as required by the executive team.
- Served as liaison between executive staff and mid-level staff regarding staffing changes.
- Conducted background and reference checks on potential new hires.
- Responsible for scheduling meetings for executives and providing all necessary hospitality service arrangements.

Sep 2008 — Aug 2011

- Managed the screening process for new applicants, conducting interviews and providing guidance in the selection process based on candidate qualifications
- Managed all aspects of talent acquisition to include online resources, employment agencies, employee referrals, and job fairs.

PRINCIPAL, CHESTERBROOK ACADEMY

- Managed annual budget of 1.2 million US dollars, which included all purchases of food, consumables, transportation, special events, building maintenance, educational materials, and salaries of all employees
- Maintained compliance with accreditation board, state, and federal licensing requirements and all internal policies
- Responsible for completing and submitting I-9, W-4, and VA forms for the office of payroll
- Managed and planned financial goals exceeding enrollment targets annually
- Managed the orientation process for all full-time, part-time, and temporary staff positions
- Performed accounts receivable functions related to client tuition and collectibles
- Established and implemented guidelines for students, faculty, and parents to promote a productive learning environment
- Directed all aspects of advertising, hiring, interviewing, and training of new staff
- Assessed staff annually ensuring adequate teacher to student ratios were met
- Conducted monthly staff meetings and multi-center trainings semi-annually
- Developed and maintained quality educational programming ensuring successful implementation of approved Nobel Learning Communities curriculum
- Maintained strong relations with hips administrators, corporate executives, and office staff
- Provided in-classroom coverage for teaching staff as needed

Jul 2004 — Sep 2008

TEACHER/EXECUTIVE ASSISTANT, CHESTERBROOK ACADEMY

- Developed programming and curriculum for all grade levels
- Performed accounts receivables functions regarding tuition
- Managed the weekly review of lesson plans for students ensuring accuracy per Nobel's continuum
- Maintained student records with proper documentation cited in licensing regulations by the state
- Managed accounting software overseeing employee payroll through the ADP system
- Prepared and maintained employee paperwork to be processed by the HR department
- Responded to parent inquiries regarding curriculum and educational programming.
- Coordinated staffing and their perspective schedules ensuring the teacher-to-student ratios were met as determined by the state
- Facilitated staff meetings
- Acted as liaison between the principal, parents, and students
- Provided academic support to students of various skill levels, individually and in a group setting
- Effectively created and executed daily program plans

EDUCATION

INTERDISCIPLINARY STUDIES, OLD DOMINION UNIVERSITY

Interdisciplinary Studies, May 2026

PROJECT MANAGEMENT PROFESSIONAL IN PROGRESS

PROFESSIONAL AFFILIATION

Member, American Society of Administrative
Professionals (ASAP)

VIRGINIA NOTARY PUBLIC

Virginia Notary Public (expires 2029)

CORE COMPETENCIES	Program Management	Expert	Quality Assurance/Control	Expert
	Supervision/Leadership	Expert	Inventory & Records Management	Expert
	Financial Planning	Expert	HR Development	Expert
	Budgeting/Accounting	Expert	Marketing	Expert
	Microsoft Office Suite	Expert	Administrative Coordinator	Expert