

Melissa Boies

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Education

Old Dominion University, Norfolk, VA

Expected Graduation Spring 2023

Master of Library and Information Studies

Certificate in Secondary Education Professional Studies

Relevant Coursework:

Classroom Management

Reading to Learn Across Curriculum

Methods and Strategies for the School Library

Library Media Services and the Curriculum

Knowledge Organization and Information Access

Knowledge Resources: Planning, Selecting & Managing Collections

James Madison University, Harrisonburg, VA

Graduated 2013

Master of Public Administration, Nonprofit and Government Management

James Madison University, Harrisonburg, VA

Graduated 2004

Bachelors of Science, Recreation Management Major

Minor in Human Resources Development

Certifications/Other

Red Cross, First Aide/CPR Certified

2022-2024

Commonwealth of Virginia Notary

2017-2023

Patient Experience Institute Certification in Patient Experience

2018-2021

Lord Fairfax and Valley Health, Virginia Lean Facilitator

2016

James Madison University, Project Management Certificate

2016

Professional Experience

Shenandoah County Public Schools, Woodstock, VA

2022-present

Library Paraprofessional

- Check in and out books and help students find books that interest them.
- Created themed library displays to encourage readership and expose students to new authors.
- Planned and taught library curriculum to students in grades 6-8.
- Helped with a Moore Education Trust Grant for a Mobile Makerspace; writing, research, logistics, and programming.
- Supported the librarian with book management; entering books into Destiny library catalogue, covering books, weeding and discarding books.
- Substituted in classes for all grade levels at PMMS.
- Assisted with office duties; answering phone and door, processed students leaving early and helped with dismissal of students.

Shenandoah Valley Westminster-Canterbury, Winchester, VA

2020-2022

Foundation Coordinator

- Coordinated fundraising events with volunteer committee including publication of a cookbook and virtual auction.
- Oversaw publication of *Community Connections* magazine and Annual Report.
- Supervised the residents volunteer efforts internally and externally, identifying opportunities, scheduling and participating in activities.
- Organized annual giving programs, including, direct mail, employee campaigns, and grants.
- Managed the SVWC Foundation's Scholarship program and Committee.

Valley Health, Front Royal, VA

2018-2020

Patient Experience Coordinator

- Led multiple interdisciplinary teams and ensured overall project administration requirements; bariatric patients' needs assessment, readmission workgroup, patient advisory council and patient experience committee.
- Maintained budgets for multiple grant projects and ensured appropriate documentation for reimbursement and monitoring.
- Planned and implemented provider roadmap plan for patient experience in the Southern Region including recognition, shadowing and customer service initiatives.
- Launched an intranet site for leaders with patient experience tools, information and resources.
- Conducted multiple gap analyses for patient experience and performance improvement initiatives.

Valley Health, Front Royal VA

2012-2018

Director of Volunteer Services and Patient Representative

- Supervised over 150 adult volunteers and 60 teen volunteers at two hospitals.
- Maintained budget administration functions for department and assisted nonprofit auxiliary with preparing reports, disbursement of funds and processing invoices.
- Created a strategic plan including SWOT analysis, data collection, research and stakeholder input.
- Developed orientation modules and handbooks for new volunteers; standardizing materials between two hospitals.
- Facilitate lean projects including three Value Stream Mappings (VSM), and 5S to eliminate wastes within various hospital departments.
- Established the first Patient Advisory Council for Valley Health.

Shenandoah Area Agency on Aging, Front Royal VA

2010-2012

Retired & Senior Volunteer Program Director

- Directed a volunteer resource program consisting of 400 volunteers and over 90 registered nonprofits including financial and administrative oversight.
- Provided marketing support for the organization by maintaining agency's website and assisted with updating social media.
- Wrote federal grant for RSVP and reported to federal agency on fiscal and program outcomes.
- Assisted on multiple government, foundation and other grants and appeal solicitations.