**MELANIE DAWN MENDENHALL**

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**SUMMARY & OBJECTIVE**

**Seeking** a “hands on” strategical & tactical role to deliver end-to-end, flexible, innovative management and process transformation capabilities for complex & small initiatives, including process policy, systems integration, regulations, creating reporting data bases, and job/organizational role changes. Excelling and reputable at being an executive’s main assistant and a person trusted to help and support key initiatives. Enthusiastic about leading projects in symbiosis with leadership to utilize my vast knowledge of the different methodologies and advise on best approach(s) for projects with consideration of cost control, scope, prioritization, problem solving with innovation, full transparency, and reporting. Apply my software proficiency, data analysis, change management, educator/teaching/training, presentation skills, compliance, and risk management acumen. QUALITY, COST, SPEED, ACCEPTANCE, CONSTRUCTIVE COLLABORATION, AND MENTORING are my specialties!

A highly accomplished and innovative BUSINESS PROCESS EXECUTIVE with domestic and international experience in project management, risk management, compliance, governance, system implementation, Six Sigma, reporting, presentations, process improvement, auditing, process improvement, modeling, lean manufacturing, agile, DMAIC, training and development, and strategic planning. Excels in project management, creating efficient processes, change management, conflict resolution and managing implementation of small to large-scale technology solutions of software development. Leverages exemplary leadership, technical, and communication skills with vast experience to resolve process issues in matrixed organizational hierarchies. Proven time management skills: ability to manage my own time, ensure completion of project planning, execution, and ability to schedule and manage others’ time. Active, empathetic listener who executes with effective communication.

**EXPERIENCE**

Central Technology Services, **Jefferson City MO**

**PMO Project Manager** 2024-Present

* Evaluate opportunities, outcomes, approaches, requirements, risks, and scope.
* Assess, develop, and implement project plans.
* Manage timelines, resources, budgets, change controls, deliverable, and communications.
* Coordinate team members, delegating tasks to achieve the desire outcomes.
* Support initiatives from initiation to implementation by developing business case, building a delivery plan, monitoring/managing process, and communicating across team.
* PMO for the “Customer Relationship Manager “CRM” integration for Central bank
* Lead for governance and regulations for projects.

Self-Homeowner, **Columbia MO**

**PM of House Fire,** 2022-2024

* Responsible for solving, managing and family after house fire
* Managed and hired contractors. Tracked work and deliverable.
* Created spreadsheets of inventory for insurance claim

SIMMONS BANK, **Columbia, MO**

**Mortgage Loan Officer**, 2021-2022

* Responsible for originating USDA, FHA, Conventional, In-House Portfolio, and Professional mortgages.
* Quarterbacked and lead from start to finish mortgage loan. Developed the lead, discussed options, processed, underwrote, and closed the loan.

TRANSUNION, **Chicago, IL**

**Senior Advisor, Business Process Engineer,** 2018-2021

* Implemented reporting time and tracking system with consistent project language for nine global locations with supported data analytics for a company of $2.9M and direct revenue of $1M, which allowed company to track and report on project status for the first time.
* Audited the reporting structure to ensure compliance and updated changes as needed.
* Developed business plan for C-Suite executive leadership to transition to automated solution, to allow company to scale and grow an auditable and reportable infrastructure.
* Partnered with Analytics leaders (stateside and globally) to develop consistent, robust processes to manage and streamline complex and evolving workflows and stakeholder relationships. Saving time and increasing communication and information flow is necessary to run the company.
* Identified, recommended, and implemented improvements to a variety of Analytics business processes, including project intake, resource allocation, prioritization, and planning.
* Served key role in defining and administering metrics for 430 members of the global analytics team to manage business and demonstrate value to TU stakeholders and C-Suite leadership, taking a holistic system engineering approach.

WELLS FARGO, GLOBAL, **San Francisco, CA.**

**Project Manager 5-Risk Modeling Center of Excellence (COE),** 2016-2018

* Project managed Wells Fargo $31B acquisition of GE Capital/Vendor Finance with attorneys, executives, and managers for Wells Fargo and GE to ensure all needed systems and data were transferred & created repository at WF to house data. Success was realized after acquisition was completed as all data/systems needed were in place and created no disruption to business for 3,000 employees to smoothly operate on day 1.
* Ensured approval, processing, and personally transferred all data from GE to Wells Fargo and confirmed receipt prior to transition date.
* Supported and led IT technical integration of onboarding GE employees to Wells Fargo infrastructure.
* Led team through prioritization of demanding deadlines in highly volatile transition and ensured all understood expectations and order by which to deliver.
* Managed cross-functional modeling, data, implementation team projects for SIFI-designated company to prepare models and data for Comprehensive Capital Analysis and Review (CCAR) and Dodd-Frank supervisory stress testing.
* Researched and trained Risk Management team of 75 members on Wells Fargo policies during transition.
* Led strategic cross-functional efforts to eliminate waste to create more streamlined, efficient processes within highly competitive lease/loan finance corporation.

GE CAPITAL AMERICAS, **Danbury, Connecticut**

**Project Manager, Risk Modeling COE/Lean Six Sigma Black Belt,** 2014-2016

* Led PM business initiatives with charters, requirements, gap analysis, threat matrix, LEAN, change acceleration process, and data gathering to maintain and develop new probability default (PD) and loss given default (LGD) models.
* Developed rigorous control plans and worked closely with process owners and project champions to ensure long-term sustainability of improvements.
* Delivered breakthrough levels of improvement in process capability and business processes to reduce defects and attain world-class levels of quality and cycle times.
* Served as architect software design/engineer of automated model tracking system (rapidly institutionalized, required minimal training, and achieved by company with no cost).

GE CAPITAL FINANCE **(North and South America) Dallas, Texas**

**Lean Six Sigma Black Belt,** 2008-2014

* Gained training in DMAIC (Define, measure, analyze, improve, and control).
* Passed Lean Black Six Sigma Exam and achieved certification in Change Acceleration Process.
* Received training on project management, buy-in, scoping, facilitation, public speaking, workouts, voice of customer (VOC), change, controls, data and reporting, coaching, project charters, value stream mapping, straw man, risk threat, SWOT analysis, etc.
* Served as full-time project manager for equipment finance projects during all training.

**ADDITIONAL EXPERIENCE**

GE CAPITAL FINANCE, Moberly Missouri

**Financial and Inside Sales Analyst Project Head,** 2007-2008. Earned promotion from associate band to professional band. Overturned $42.58M in declines to approvals, $28.2M of which converted to funded deals for business. Drove profitable volume growth and lease penetration by working with sales reps, dealers, and internal functions to approve and fund credit worthy entities. Sold GE value to dealers by offering alternatives to declines, including structuring alternatives and/or syndication options. Performed direct supervision of offshore outsourcing group, risk/credit management, and sales team process comprising total of 120 employees. Managed business improvement process for office imaging (OI) sales.

**Financial Inside Sales Analyst,** 2006-2007. Achieved individual service average of 92.98% compared to team average of 71.26%. Achieved ranking of 2nd on entire OI team, which achieved volume of $138M Value of Production (VOP) of $132M target, 104% VOP. Received 12 Thank-You, nine Extra Mile, and two Bronze Awards from peers for expertise, inclusiveness, customer service, outstanding teamwork, and clear-thinking. Prepared

educational dialog for GE regional sales managers to help coach reps at dealerships to get necessary financial information upfront. Developed flow credit underwriting policies and guidelines for credit worthiness of customers. Developed quarterly dashboard report for each outside sales rep that rolled up metrics by region.

D&M COM-TECH LLC, **Springfield, Vermont**

**Owner and Operator, Design Engineering,** 1997-2002. Surveyed and designed CAD-developed grids that represented proposed fiber optic route of entire cities for major telecommunication companies. Acquired profitable contracts based on highly efficient output with a margin error of 0.2%. Managed and traveled with nineteen contractors to thirty-one cities working for large telecommunication companies.

**EDUCATION**

CENTRAL METHODIST UNIVERSITY • Fayette, Missouri

**Bachelor of Science, Biology – Pre Med • 2003**

**CERTIFICATIONS & LICENSES**

*Fair Credit Reporting Act:* **2019 ©** *Lean Six Sigma Black Belt:* **2015** **©** *Change Acceleration Process:* **2008 ©**

*PMP trained with Knowledge Academy* ***2022*** *& Missouri State Real Estate Agent* ***2023*©**

**PROFESSIONAL DEVELOPMENT**

*Member of the International Society of Female Professionals, Fastworks & Agile, Change Acceleration Process, Behavioral Selling Training, Exception Manual Training, & Building Essential Leadership Skills, Listening for Higher Purposes, Building Relationships to Get Results, Situational Sales Negotiations. Member of PMI Institute and local chapter, Colibri Real Estate School. Studying for Insurance licensure.*

**COMPUTER SKILLS**

SharePoint • Jira • MS Dynamics 365 CRM• Agile Central • Leasing Source • Asana • Siebel • Ice •SalesForce • **Highly Skilled** in all Microsoft Office Suite Programs including Visio • QlikView • Workfront • Business Objects • Support Central • Encompass • Workday & many more