

Melanie Carroll



Greater Wichita Area



215.499.8391



Carrollmv99@gmail.com

Adaptive and driven individual with the proven ability to utilize resources and technology to quickly learn new procedures and computer systems. Passionate and dedicated to provide exceptional customer service to all who need assistance. Resourceful, thorough, highly organized, and motivated to continually expand knowledge base in order to maintain a high level of performance.

PROFESSIONAL EXPERIENCE

Remote Metadata Intern

Library of Congress



May 2019 to August 2019



Remote

- Analyze and assign keywords and other descriptive metadata to over 2,000 legal records
- Utilize various keywords lists to make the record conform to Library of Congress standards
- Work within a team across multiple mediums and regions

Gunner's Mate/ E-5

United States Navy



November 2011 to November 2015



San Diego, CA & Pearl Harbor, HI

- Performed clerical duties such as filing, entering data into spreadsheets, answering phones, creating PowerPoints, and recording personnel attendance.
- Utilized technical publications and technical documents to perform maintenance, upkeep, and repair of 4 separate gun systems, 4 ammunition handling systems, and 2 different types of pallet trucks for 4 years.
- Implemented changes to technical publications and documents as required as well as submitted reports to correct errors present in existing technical documents.
- Coordinated with different departments on multiple occasions to locate and understand different systems as well as perform safe maintenance on equipment.
- Responsible for receiving and reclassifying all ammunition as well as recording all discharged ammunition on board
- Managed four programs in 2013 and 2015 for an explosive safety program review which evaluated the department's ability to conduct operations safely and successfully
- Managed two programs, the Material and Ordnance Handling equipment program and Licensing program which involved working with different departments to ensure that equipment was being properly maintained and met safety standards
- Trained and supervised 10 personnel in the proper maintenance, repair, and procedures for various weapons systems and equipment.
- Instructed and qualified over 300 personnel in the safe handling and discharge of handguns, rifles, and shotguns as a range instructor
- Managed over twenty personnel in the stowage and safe handling of ordnance for two separate projects.

EDUCATION

Master of Library Science and Information

Wayne State University – Detroit, MI



Anticipated December 2019

Bachelor of Arts: English and History

Columbia College – Columbia, Missouri



April 2017 | GPA 3.95

Associate of Science: Liberal Studies

Montgomery County Community College – Blue Bell, PA



May 2011

ACHIEVEMENTS



Dean's List

Columbia College
July 2015, March 2016,
July 2016, December 2016,
April 2017



Alpha Sigma Lambda

Honor Society



Navy Marine Corps Achievement Medal

United States Navy
January 2013, November
2013, & December 2014

Supervisor, Full-Time

Barnes and Nobles College Booksellers



August 2006 to October 2011



Blue Bell, PA

- Provided customer support in finding materials, answering questions, or special ordering any additional materials.
- Developed and implemented an efficient system for the fulfillment of online orders.
- Contacted and worked with publishers, instructors, and vendors to order and return materials.
- Performed general duties including:
 - online orders/returns, sales/returns, refunds/exchanges, book/material ordering/returns, stocking shelves, bank deposits, opening/closing of the store, inventory, trained new employees, processed incoming/outgoing shipments, filing, answering phones, working cash registers, and participated in interviews.

Additional Skills

Adobe Creative Suite

Microsoft Office Suite

Dreamweaver

Microsoft Dynamics CRM

Lotus Notes

Oracle PeopleS

XHTML

CSS