MELISSA WILSON

1919 Loyce Circle | La Pine, OR, 97739 | 541-876-7359 | wilsome3@oregonstate.edu

OBJECTIVE

To contribute military experience, experience working with veterans, strong communication skills, and the ability to multi-task and work well under pressure to the Position of Memory Care Technician.

EDUCATION & TRAINING

**OREGON STATE UNIVERSITY-CASCADES** | BEND, OR | ANTICIPATED GRADUATION: JUNE 2019

* Bachelor of Science in **Psychology**, GPA: 3.40/4.0

**CENTRAL OREGON COMMUNITY COLLEGE** | BEND, OR | GRADUATION: DECEMBER 2016

* Associate of Art Oregon Transfer, focus in **Social and Abnormal Psychology**

**AIRMAN LEADERSHIP SCHOOL** | UNITED STATES AIR FORCE | SPOKANE, WA | AUGUST 2007

* Month long course designed to turn airman into effective leaders

**AIRCRAFT STRUCTURAL MAINTENANCE TECH SCHOOL** | UNITED STATES AIR FORCE | PENSACOLA, FL | MARCH – JULY 2003

**BASIC MILITARY TRAINING** | UNITED STATES AIR FORCE| SAN ANTONIO, TX JANUARY – MARCH 2003

RELATED EXPERIENCE

**LA PINE VETERAN OUTREACH** | VOLUNTEER | LA PINE, OR | SEPTEMBER 2017 – PRESENT

* Provide guidance and emotional support to veterans seeking assistance
* Help veterans navigate through complexities of VA systems and services
* Communicate and build relationships with diverse population of veterans
* Commitment to maintain client confidentiality and adhere to HIPPA laws
* Transport disabled veterans to medical appointments and grocery store
* Develop interpersonal communication skills to effectively provide support to veterans

**LA PINE BAND OF BROTHERS** | MEMBER | LA PINE, OR | SEPTEMBER 2017 – PRESENT

* Coordinate wood deliveries to veterans in the La Pine area
* Help to clean and organize facilities
* Update files and transfer paper documents to electronic databases
* Actively participate in weekly meetings to build community and raise funds for local veterans

MILITARY EXPERIENCE

**UNITED STATES AIR FORCE** | SPOKANE, WA

SQUADRON TRAINING MONITOR | AUGUST 2011 – FEBRUARY 2013

* Conducted multiple Frontline Supervisor Training classes preparing 30+ future Air Force suicide awareness
* Streamlined the on-the-job training plan which reduced the average upgrade time
* Scheduled 1k+ courses for 278 personnel ensuring all were job and mission ready
* Corrected over 185 documentation errors in training records
* Monitored multiple databases to keep track of all required training
* Responsible for the on-the-job training for 285 personnel
* Briefed the Squadron and Wing staff once a month on the status of all upgrade/on-the-job training
* Responsible for scheduling 300+ classes each quarter

AIRCRAFT STRUCTURAL MAINTENANCE CRAFTSMAN | AUGUST 2007 – AUGUST 2011

* Supervised and preformed structural repair/corrosion control on forty-one multimillion dollar aircraft
* Conducted and monitored on-the-job training for all shop trainees
* Supervised up to 10 airmen per shift and held accountable for duties
* Discovered and corrected numerous repair manuals ensuring the most up-to-date and safest information was available
* Processed 80+ training tasks in support of overseas contingency operations

OTHER WORK EXPERIENCE

**BIGFOOT TAVERN** | BARTENDER | LA PINE, OR | AUGUST 2016 – AUGUST 2017

* Enhanced ability to interact with diverse groups of people
* Provided customer service and resolved conflicts to ensure satisfaction and safety