

Melissa Sutton-Navarro



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Education

Portland State University, Portland, OR.	2010-Present
Pre Medical curriculum, Post-Baccalaureate, Majoring in Biology (Micro and Molecular).	
CUNY Hunter, NY, NY.	2009-2010
Pre Medical curriculum, Post-Baccalaureate, Emphasis in Nutrition.	
SUNY New Paltz, New Paltz, NY.	2002
Bachelor's degree in Liberal Arts, Majoring in English (Literature and Writing emphasis).	

Skills

- Goal oriented, self-motivated, proactive, and resourceful.
- Extremely patient, determined, and dedicated.
- Exceptional interpersonal, written and verbal communication, and organization skills.
- Excellent critical thinking, analytical, research, and problem solving abilities.
- Experienced in working with people from diverse cultural backgrounds.
- Adept in applying new strategies, theories, methodologies, and practices.
- More than four years experience in American and English Literature, Writing Composition, and Mathematical studies with a 3.7 GPA for all relevant course work.
- Intermediate computer expertise with the ability to accurately record information verbatim.
- Familiar with a range of software, including: WordPerfect Office, Microsoft Office and Excel, and Photoshop.
- Comfortable in a PC and Macintosh working environment.
- Knowledgeable on Internet operations.
- Typing performance noted at 55-65 wmp.

Professional Background

Cashier, Whole Foods Market	2008-2009
<ul style="list-style-type: none">• Executed cash and credit card transactions.• Issued discounts, receipts, and change.• Resolved consumer issues and customer inquiries.• Maintained clean and orderly checkout areas.• Offered customers carry out service when transactions were completed.	
Administrative Assistant, RJL Resources	2008
<ul style="list-style-type: none">• Provided secretarial support to various corporations and departments.• Scheduled and coordinated meetings, appointments, events, and other similar activities, which also included travel and lodging arrangements.	



- Answered telephones and fax machines.
- Operated desktop computers to compose and edit correspondence from dictation.

Client Services Research Specialist, Collateral Risk Solutions

2005-2007

- Researched residential real estate market data.
- Reviewed residential appraisals and subject data characteristics and documentation.
- Navigated various MLS websites and verified Public Records information to support appraisals for reviewers.
- Verified and audited customer documents for research finalization.
- Contacted customers regarding problematic appraisals and rebuttals.

Telecommunications Customer Representative, Field Research Corporation

2004-2005

- Interviewed random pools of people for various private establishments and government agencies.
- Articulated questions noted on questionnaires and logged respondents' answers verbatim.

Data Entry and Processing Agent, Lazarus Marketing

2002-2004

- Transposed data from client orders to company's database.
- Compiled and verified data accuracy for client orders.
- Prepared and archived departmental production files.
- Organized and prepared daily production statements and itineraries for executive conferences.

ESL Tutor, Freelance

2001-2002

- Designed out of class activities to enhance and inculcate reading, grammar, and writing skills.
- Worked one-on-one to review in classroom assignments and prepare for upcoming exams.
- Worked one-on-one to help complete all out of classroom assignments.

REFERENCES AVAILABLE UPON REQUEST