**MELISA CLEVELAND**

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**EDUCATION**

* Associate of General Studies, September 2009-June 2012, Portland Community College, Portland, Oregon

**EXPERIENCE**

**Escrow Support Associate, First American Title, Portland, Oregon, December 2012-Present**

* Created and utilized multiple excel spreadsheets for file tracking
* Researched and reviewed files and implemented appropriate corrective action
* Maintained and developed internal and external customer contact
* Edited, created and recorded reconveyance documents per Oregon state statutes
* Follow complex titling procedures pertaining to close of escrow and title
* Prepare Reconveyance, Release Reconveyance, Satisfaction of Mortgage
* Prepare Appointment and Indemnity documents
* Weekly fee deposits
* Developed new and repeat business with banks, brokers and agents
* Managed fee transfers to assure proper department crediting
* Developed new business processes to address changing departmental needs
* Performed departmental duties under very strict time restraints, often changing tasks frequently

**Shipping Lead, Ocean Beauty Seafoods, Naknek, AK**, **June-August 2012**

* Managed team of 12 employees
* Staged and stacked salmon products based on can code onto pallets for shipment
* Labeled pallets with can code, shipping dates and destination
* Produced bills of lading and manifest
* Documented shipping container numbers
* Ordered cargo vans and labeled vans prior to shipment
* Drove forklift to load product onto shipping vans

**Work Study, Portland Community College, Portland, Oregon,** **June 2010-September 2011**

* Provided student support to Trades Department at the PCC Cascade campus
* Provided assistance to Trades Department manager and administrative staff
* Edited quarterly Trades Department pamphlet for distribution to current and prospective students
* Organized and maintained student apprenticeship files in accordance with BOLI and State of Oregon apprenticeship guidelines
* Provided student support in person and over the phone pertaining to particular trades and industry questions
* Produced high volume of  documents per instructor requests
* Performed all clerical tasks as requested

**Welder 3, U.S. Barge, Portland, Oregon,** **August 2008-September 2009**

* Welded barge parts and equipment
* Interpreted welding blueprints and performed layout for welding and fitting operations
* Welded to code in all positions including confined spaces
* Operated overhead cranes
* Operated various hand tools and power tools; grinders, oxyacetylene torches, automatic weld machines, rattle guns, and ventilation equipment

**Document Specialist, Jack Onofrio Dog Shows, Portland, Oregon** **August 2001-August 2008**

* Provided in person and phone based customer service
* Ensured accuracy of documents through proofing and manual checking
* Processed a high volume of contestant entries
* Maintained information on exhibitors
* Directed and trained new employees on company policy and procedure
* Manually produced additional documents when necessary
* Cash handling and weekly deposits
* Coordinated mass mailing and UPS shipments
* Coordinated airport shipments, filing appropriate bills of lading