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| 3826 SE Stephens St., Portland, OR 97214•602-419-6542•mljohns19@gmail.com | | | |
| Melanie Johnson | | | |
| Experience | | | |
| Nov. 2012-Current | | The Bar Method | Portland, OR |
| Customer Experience Specialist  * Create a positive and inspiring experience for clients entering and exiting the studio, properly checking in clients into MindBody software, and assisting new clients. * Utilize customer service skills to monitor incoming inquiries, handle client service issues, collect payment, and promote and sell merchandise. * Responsible for maintaining the appearance of the studio through light housekeeping and laundry duties. | | | |
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| March 2012-Oct. 2012 | | Aid to Adoption of Special Kids | Phoenix, AZ |
| Family Specialist  * Conduct assessments and develop foster/adoption home studies for potential foster/adoptive families. * Support families in the foster care licensing process and monitor the license. * Develop and carry out a post-placement service plan coordinated with the identified case plan for the child and in accordance with the self-identified needs of the family. | | | |
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| Aug. 2011-March 2012 | | lululemon athletica | Chandler, AZ |
| Key Leader  * Ensured the store ran well by taking on full management responsibility. * Responsible for assisting in key aspect of store operations and in ensuring the successful delivery of lululemon culture, philosophy, values, and vision. * Directly supervised the merchandiser, community leader, and inventory coordinator on the floor as well as work closely with the educator on all aspects of store support. | | | |
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| June 2010-Dec. 2011 | | Pure Barre | Phoenix, AZ |
| Certified Instructor  * Utilized skills and techniques learned from training to effectively instruct Pure Barre classes. * Implemented customer service skills in order to sell product, work the cash register, and input data into MindBody software. | | | |
| Education | | | |
| 2008-2011 | Arizona State University | | Master of Social Work |
| 2006-2007 | Oakland University | | BA in Psychology |
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| Volunteer | | | |
| 2013 – OHSU  2008 – Florence Crittenton  2003 – Michigan Humane Society | | | |