

Melissa Ogle

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EDUCATION

Centriq Training

June 2016 - September 2016

Application Development

University of Kansas

May 1992

Bachelor of Arts in Psychology

SOFT SKILLS

- Customer service
- Team Leadership
- Problem Solving
- Conflict Resolution

TECHNICAL SKILLS

- Visual Studio
- C#
- SQL
- ASP.NET
- ADO.NET
- AJAX
- LINQ
- MVC
- JavaScript
- HTML
- CSS
- jQueryUI
- CSS3
- JSON
- Bootstrap
- MS Word, Excel, & Power Point

PROFESSIONAL IT PROJECTS

Widgets and Gadgets: Created a secure application for managing product data. Application is built to simulate an online store front with a shopping cart.

Trouble Ticket Project: Created a secure ASP.NET MVC application for managing the lifecycle of a trouble ticket associated with hardware and software within an organization. Administrators have the ability to manage employee and department data.

VALUE STATEMENT

I am a .Net Developer looking for employment in an outstanding company that makes a difference in the Kansas City community. I enjoy challenging work where I continually learn and problem-solve while offering the company I work for the best code to meet the needs of the team, the business, the client, and the end user.

WORK EXPERIENCE

Johnson County District Court Trustee, January 2015 – December 2015

Paralegal

- Reviewed, analyzed, and interpreted family support orders for support amounts, child emancipation, and income withholdings provisions for accuracy.
- Audited and researched payments for individual payments to ensure accurate records & issued income withholding orders to employers.
- Recommended and implemented a new and improved process for documentation of payments & collaborated with private attorneys and staff on a daily basis.

Kansas Department of Children and Families, August 1998 – January 2015

Human Services Specialist – Economic Employment Services, May 2014 – January 2015

- Collected and analyzed information in order to determine eligibility for various public assistance programs.
- Analyzed initial applications, completed client interviews, processed public benefits accurately.

Human Services Supervisor – Child Support Services, March 2005 – September 2013

- Hired, supervised and trained twelve child support case managers, legal and clerical staff.
- Interpreted law, rules, and written guidelines and relayed the information to staff.
- Developed and Implemented plans of operation to assure that federal & state goals were met. Presented information on behalf of agency to relevant third parties.

Human Services Consultant I & II- Kanas City Area Trainer, March 2002 – March 2005

- Responsible for all aspects of training throughout the KC Metro region for Child Support Enforcement Program. Developed 2/3 month training programs for new support case managers.
- Hired and supervised administrative assistants and program support workers.
- Evaluated, analyzed, and interpreted data from reports then recommended a corrective action plan.
- Launched the self-assessment unit for the State of Kansas that was implemented as required by federal and state law.
- Revised and updated statewide policies regarding the implementation of new procedures for the field staff.
- Developed and presented multiple training presentations for the staff regarding the newly implemented statewide automated system.
- Managed approximately 700 cases; processed and monitored child support payments.