

Contact

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Top Skills

Shopify Plus
Shopify
ECMAScript

Languages

English (Native or Bilingual)

Honors-Awards

Employee Productivity/Participation
Award
Employee Productivity/Participation
Award

Melissa Weirick

Assistant Operations Manager @ Symphony Natural Health | Web
Developer | Founder @ Binx's Garden
Salt Lake City Metropolitan Area

Summary

With a diverse background in office operations, sales, customer service, and real estate, I am now embarking on a career path toward Full Stack Development. As an Office Operations Specialist, I excel in managing daily operations, providing critical support to the Operations Manager, and delivering excellent customer service. With a strong passion for self-improvement and a background in natural health, I confidently address product-related inquiries. In my previous roles as a Sales Executive and Real Estate Agent, I honed my skills in client engagement, relationship building, and market analysis. Additionally, my experience as a Barista at Starbucks showcased my attention to detail and ability to provide exceptional service. As the Founder of Binx's Garden, I am driven by a passion for empowering individuals to reconnect with nature through sustainable and organic gardening. Now, equipped with a mastery of web development tools and languages such as JavaScript, React, Node.js, Express, and MongoDB, I am ready to leverage my skills and creativity to create immersive and dynamic digital experiences.

Experience

Symphony Natural Health
Assistant Operations Manager
July 2021 - Present (1 year 11 months)
West Valley City, Utah, United States

As a skilled Office Operations Specialist, I successfully manage daily office operations, providing critical support to the Operations Manager in logistics and fulfillment, while delivering excellent customer service to wholesale customers, health professionals, and consumers. With meticulous attention to detail and a pleasant and professional demeanor, I thrive even under pressure. Leveraging my background in natural health and strong passion for self-improvement, I confidently address product-related inquiries and concerns. Collaborating closely with the Operations Manager, Company Accountant, and Sales Managers, I ensure a smooth workflow and contribute

to achieving organizational goals. My key responsibilities encompass conducting Amazon reconciliation reporting, facilitating international shipping processes, assisting with HR management tasks, efficiently processing orders, providing exceptional customer service, managing product listings and updates on the Shopify platform, offering technical support for HelpScout technology, undertaking additional assigned projects, overseeing affiliate management initiatives, performing technical troubleshooting, and updating website content with HTML and CSS coding.

Binx's Garden

Founder

August 2019 - Present (3 years 10 months)

Greater Salt Lake City Area

I am passionate about empowering individuals to reconnect with nature and cultivate their own thriving vegetable gardens. With a deep understanding of the benefits of sustainable and organic gardening, I am dedicated to providing people with the knowledge, tools, and resources they need to embark on their gardening journey successfully.

ActivityHero

Sales Executive

April 2018 - July 2021 (3 years 4 months)

Woods Cross, UT

As a proactive and results-driven Sales Executive, I excelled in engaging prospective clients and understanding their unique needs, aligning our solutions to optimize their business strategies. With a focus on fostering effective communication channels, I ensured clients felt valued as they expressed their concerns and requirements. Throughout the account lifecycle, I provided personalized recommendations tailored to meet each client's specific needs. By cultivating strong relationships with existing clients, I delivered a VIP experience from initial contact onwards. Additionally, I efficiently oversaw Salesforce accounts, reports, and dashboards, enabling enhanced performance tracking. I actively participated in collaborative daily/weekly meetings, contributing to goal-setting and sales strategy development. As a mentor, I offered guidance to team members, ensuring seamless task execution. Regular meetings with the CEO allowed me to provide updates on company goals, achievements, and valuable ideas for operational improvements in a dynamic startup environment.

Davinci Virtual

Sales Executive

January 2013 - March 2017 (4 years 3 months)

Salt Lake City, Utah

I effectively managed databases, ensuring accuracy and efficiency in daily operations. With proactive prospecting and direct sales strategies, I played a key role in driving business growth. Skillfully handling client upgrade requests and streamlining processes, I delivered exceptional service. I leveraged competitor insights and a comprehensive understanding of sales policies, pricing, features, and partner policies to excel in complex environments.

Meeting Planner (Davinci Meeting Rooms October 2013 -June 2015): See Meeting Planner

Virtual Client Specialist-Roamer (June 2013 - October 2013)

As a Virtual Client Specialist-Roamer, I embraced additional responsibilities beyond the Virtual Client Specialist position. I expertly handled incoming client calls and managed calls for the company, delivering exceptional service. Serving as a reliable backup for support center teams, I ensured uninterrupted operations. Taking initiative, I placed outgoing calls for clients and efficiently assigned outbound calls to team members, optimizing productivity. With versatility, I navigated the ever-changing landscape of client support seamlessly.

Virtual Client Specialist (January 2013 - June 2013)

I expertly managed calls with precision, providing exceptional virtual office support and adhering to client instructions. With expertise in client software navigation and deep knowledge of client information, I delivered unparalleled service. I exemplified top-tier customer service, maintaining a polished and personable approach. Meticulous in message composition and communication standards, I upheld a high level of professionalism. Optimizing call handling through ACD Call Routing system guidelines, I ensured seamless operations. I maintained open communication with the team lead and members, keeping them updated on client correspondence. Thriving in busy periods, I efficiently multitasked, managing multiple simultaneous calls with ease.

Coldwell Banker Residential Brokerage

Real Estate Agent

October 2014 - May 2016 (1 year 8 months)

Greater Salt Lake City Area

As a trusted advisor, guided sellers in effectively marketing assets to captivate buyers. Provided comprehensive support to buyers throughout their property search and offers. Assessed clients' needs and finances, crafting tailored solutions. Facilitated negotiations, offering expert consultation on market conditions, pricing, mortgages, and legal obligations. Utilized comparative market analysis for accurate property valuations. Showcased listings to capture buyer interest. Managed essential paperwork meticulously. Maintained up-to-date property inventory. Collaborated seamlessly with professionals for seamless transactions. Developed networks with attorneys, lenders, and contractors. Implemented effective sales promotion strategies. Stayed informed on real estate markets and best practices.

Starbucks

Barista

November 2015 - April 2016 (6 months)

Bountiful, UT

As a coffee connoisseur, I engaged customers by understanding their preferences and needs. I educated them on our coffee menu, showcasing the distinct qualities of different beans and equipment through captivating demonstrations. With precision, I prepared and served exquisite coffee drinks, adhering to recipes and techniques for espresso, Latte, and Cappuccino. I managed inventory and ensured a well-stocked coffee bar, while maintaining a safe and sanitary work environment. Continuously seeking growth, I actively pursued educational opportunities, stayed updated on industry trends, and built professional connections.

Davinci Meeting Rooms

Meeting Planner (a Davinci Virtual company)

October 2013 - June 2015 (1 year 9 months)

www.davincimeetingrooms.com

I demonstrated a remarkable proficiency in managing diverse databases, utilizing my keen attention to detail to ensure accurate and efficient data handling. As a skilled Meeting Room Coordinator, I adeptly created, scheduled, canceled, and modified reservations, catering to specific client preferences and needs. Through proactive client prospecting, I expanded the customer base, forging valuable connections. Moreover, I excelled in partner center communication, maintaining open and proactive channels to foster strong collaborative relationships.

Xerox

Customer Service Supervisor

February 2010 - December 2012 (2 years 11 months)

As a customer service supervisor, I adeptly managed Call Center operations, implementing seamless policies and procedures. I set high performance and service standards, fostering a culture of excellence. Through innovative improvements, we achieved enhanced efficiency and effectiveness. With a focus on productivity, our team consistently exceeded service and quality expectations, delivering impressive results and customer satisfaction.

Quality Analyst (February 2011– October 2011 (9 months))

As a Quality Analyst, I ensured exceptional call quality and adherence to policies through meticulous screening. With an unwavering commitment to excellence, I provided valuable feedback to management, shaping performance goals and training recommendations for agents. My dedication fostered continuous improvement and enhanced the overall customer experience.

Customer Service Representative (February 2010– February 2011 (1 year 1 month))

As a customer service representative, I excelled in the fast-paced world of customer interactions. With finesse and empathy, I swiftly resolved diverse inquiries, going the extra mile to ensure customer satisfaction. Serving as a trusted resource, I provided comprehensive product knowledge, empowering customers to make informed decisions. Seamlessly processing orders and applications, I navigated complex procedures with precision. I skillfully identified and resolved customer issues, utilizing my problem-solving skills for effective solutions. With tact and patience, I addressed billing questions, providing clarity and peace of mind.

Euro RSCG Edge

Long Form Media Assistant

June 2009 - December 2009 (7 months)

Carlsbad, CA

As a data entry expert, I excelled in booking orders, revisions, logs, and invoices with unwavering accuracy and timeliness. By pulling call reports and verifying logs, I unearthed valuable insights for analysis. I proactively reviewed future media to anticipate traffic changes, cancellations, or rate reductions, optimizing campaign performance. Seamlessly managing Tracker and buyer information, I organized and processed data effortlessly. With exceptional

organizational skills, I maintained meticulous records, filed orders, and promptly sent email confirmations. Acting as a reliable support system, I swiftly resolved traffic issues, handled 800# inquiries, and fulfilled tape requests for stations and reps. Building strong connections, I nurtured relationships with various departments, enhancing collaboration and efficiency. In executing buyer's requests and assignments, I consistently delivered exceptional service, meeting their unique needs with precision and professionalism.

Lundberg & Associates

Team Lead Processor

September 2006 - February 2009 (2 years 6 months)

As a versatile leader, I directed and managed departmental activities, implementing robust policies and procedures for optimized systems. Setting and enforcing performance standards, I fostered a culture of excellence and continuous improvement, exceeding service and quality benchmarks. Additionally, I actively supported the team by assisting with processor duties, fostering collaboration and shared success.

In my role as a Foreclosure Processor, I provided invaluable assistance to attorneys, ensuring timely preparation of documents, letters, and adherence to crucial timeframes. Managing 60-90 foreclosure files at various stages, I navigated the process seamlessly. Through effective communication via phone, email, and client websites, I gathered essential information for expediting foreclosures. Operating in a paperless environment, I meticulously updated databases and client websites, recording vital dates and comprehensive notes. Prioritizing tasks, I successfully met client guidelines, contributing to the smooth execution of the foreclosure process.

As a Receptionist/Notary Public, I served as the first point of contact, promptly answering and directing incoming calls. Efficiently managing mail distribution, I ensured timely access to information. Offering exceptional assistance to clients and borrowers, I prioritized professionalism and empathy. Furthermore, I actively supported other departments, contributing to various projects, fostering a culture of teamwork.

In my role as a Mail Room File Clerk, I expertly processed, sorted, and delivered mail with unwavering attention to detail. Operating advanced equipment, I enhanced efficiency in logistics. Maintaining inventories and organizing the mailroom, I facilitated seamless operations. Ensuring accurate record-keeping, I added and maintained file records, adhering to

guidelines and legal requirements. As a meticulous orchestrator, I left no detail overlooked in the pursuit of excellence.

Education

V School

Certification, Web Development · (March 2022 - August 2023)

West High School

High School Diploma · (2002 - 2006)