

# Melanie Faber Tomaso

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## PROFILE

A critical thinker and versatile communicator with experience in customer service, office administration, and people management. Focused on details, well-versed in Microsoft programs, and with a history of taking on leadership roles, I am seeking a position that employs my problem-solving ability and interpersonal skills.

## EXPERIENCE

### **Tool Technologies, Roselle, IL (manufacturing supplier)**

**2011 to present**

#### **Office Manager – Administration, Client service, Office Technology**

- Execute all operations of a small office from order fulfillment and invoicing to bill payment and technology troubleshooting.
- Navigate PC and office equipment issues, manage application updates and oversee quality control efforts.
- Maintain accounting records and generate inventory and sales reports in QuickBooks.
- Create calculation spreadsheets using Microsoft Excel.
- Process, pack and ship purchase orders utilizing Ariba, UPS and FedEx systems.
- Compose email correspondence to clients and suppliers.

### **Christus Victor Lutheran Church, Elk Grove Village, IL (faith community)**

**2010 to present**

#### **Children's Ministry and Christian Education Director – People management, Event planning, Community outreach**

- Plan, promote and execute various programs to engage the children and families of our community, in their faith formation.
- Recruit, motivate, train, and manage volunteers from middle school age to senior citizen.
- Oversee a team of 10 volunteer teachers and various weekly helpers to administer the weekly Sunday school program.
- Generate interest in our efforts through website updates, newsletter articles, weekly emails and social media posts.
- Coordinate annual Vacation Bible School, managing a team of 50 volunteers to execute this program that welcomes up to 100 children each summer.

### **Hewitt Associates, Lincolnshire, IL (benefits consulting)**

**2000 to 2007**

#### **Benefits Analyst - Plan Management, Quality Assurance, Training**

- Advised benefits service center associates on pension requirements and issue resolution to communicate accurate and thorough information to Pension Plan participants.
- Coached new hires on internal processes and best practices.
- Co-facilitated call center training, coaching new customer service representatives on telephone skills, problem solving and reference tool usage.

### **eStar Communications, Deerfield, IL (CRM software)**

**1998 to 2000**

#### **Account Executive- Customer Relationship Management application testing, training, and implementation.**

- Managed implementation process from preliminary planning through final set-up and ongoing maintenance of CRM software package for several Fortune 500 companies including Ocean Spray, Liberty Mutual, and Schering-Plough.
- Managed quality control and developed custom test scripts and instruction materials for all assigned clients.
- Administered new user training classes, side by side assistance, and remote (pcAnywhere) support.

### **McDonald's Corporation Customer Satisfaction Department, Oak Brook, IL**

**1994 to 1998**

#### **Customer Satisfaction Representative – Leadership, Training, Subject Matter Expert**

- Navigated customer issues from fulfillment requests to crisis management.
- Advised field representatives and franchisees on customer matters.
- Designated as a point person to field customer calls as assistant to the CEO.
- Trained and mentored new hires, and implemented training strategies for regional CSRs.
- Developed corporate response messages for consumer advertising issues and reported trends to Marketing.

## VOLUNTEER

- School District 54 Margaret Mead Jr. High PTA Treasurer (2 years); Hot Lunch helper (3 years)
- School District 54 Enders-Salk Elementary School PTA President (3 years); Spirit Wear Chairperson (6 years)
- Feed My Starving Children – meal packer
- PADS (Public Action to Deliver Shelter) – Volunteer cook

## EDUCATION

### **Bachelor of Arts, Northern Illinois University, DeKalb, IL**

**December 1989**

Major: Journalism/Broadcast News emphasis;

Minor: Political Science