6541 Fairway Hill Ct [mqroberge@hotmail.com](mailto:mqroberge@hotmail.com)

Orlando, Fl 32835 Cell: 832-279-8776

**Melissa Q. Burton**

**Experience: 2015-Present Oklahoma State University-Oklahoma City**

**SECRETARY**

* Liaison for students and faculty
* Develop and prepare budget for fiscal year and maintain
* Adjunct Reports
* Monthly Absence and Leave Reports

**2013- 2015 Flamingo Gourmet Popsicles and Snow Cones**

**Orlando, FL**

**OWNER**

* Created the idea of a gourmet Popsicle and Snow Cone business and purchased the necessary equipment.
* Prepared Market analysis and cost effective spreadsheets
* Established marketing and online website. Booked events and maintained calendar with bookings three months in advance.
* Created recipes, designed packaging. Handled all food safety requirements, licensing and inspections for Health Department.
* Maintained inventory and handled daily sales and accounting
* Employed two part time students to run operations in high volume events.
* Handled all Corporate filings and book keeping

**2006 to 2008 Errol Estate Country Club, Apopka, Fl**

**MERCHANDISE MANAGER, TOURNAMENT COORDINATOR, INSTRUCTOR**

* Coordinate all aspects of tournament play for members and outside groups including contract negotiation, formats, rules, staging, scoring and prizes
* Hosted 2007 Master PGA Professionals Golf Outing, Torchy Clark Tournament, and numerous other large tournament outings
* Marketing Charitable Organizations and Corporations for additional tournaments
* Place and receive merchandise orders, control inventory, and create displays and floor design
* Creating “Tournament Procedures Manual” and online tournaments menus
* Manager on duty supervising daily play
* Conduct and Organize Junior Clinics and Summer Camps
* Created inventory control system for analyzing current buying trends and size analysis
* Developed team relationship with golf shop and accounting department

Budget planning, reading monthly financials, analyzing statistics and recommending solutions

**2005 to 2006 Grand Cypress Golf Resort, Orlando, FL**

**RETAIL ATTENDANT**

* Provided the finest customer service for sales of golf merchandise in one of the top 50 Golf Shops by Golf Magazine
* Made tee time reservations and checked in guests for their reservations upon arrival
* Achieved monthly sales quotas by responding to the customer’s needs and providing the product they desired
* Received extensive knowledge of golf facility operations and POS systems
* Prepared sales floor for Magazine Photo Shoots, and selected wardrobes for actors/athletes’ during commercial shoots with various advertisers.

**2002 to 2005 Clairins Fragrance Group, Houston, TX**

**MARKET COORDINATOR**

* Hosted, created and directed media launch parties for new fragrance lines with guest appearances from various designers
* Strategize event promotions weekly in 16 department stores around the Houston area for product promotion
* Allocated and distributed supplies to Vendor Representatives at all locations
* Collaborated with Area Sales Managers and Visual Department in each department store location for displays and floor space
* Trained Department Store Sales Representatives on new products
* Conducted quarterly Vendor Representative meetings, covering sales goals and new season promotions
* Invented new promotion concepts for weekly sales events

**1993 to 2002 L’Oreal, Houston, TX**

**VENDOR REPRESENTATIVE**

* Hosted, created and directed media launch parties for new fragrance lines with guest appearances from various designers
* Daily floor sales in highly competitive and aggressive sales market
* Maintained a average of 4% annual increase in sales for nine consecutive years
* Held the highest sales in region December 2002 of $25,000.00 over the monthly goal of $13,500.00

**1989 to 1993 First American Title Insurance Company, Houston, TX**

**ESCROW OFFICER**

* Supervised secretaries in preparation of files for closing by accumulation of pertinent documentation and information required for closing as needed by Lenders, Underwriting and Title procurements
* Conducted closing transactions between buyers, sellers and other representatives or assist legal consul on commercial transactions
* Followed through with post closing documentation and recordings
* Review and sign title insurance policies
* Completed commercial and residential closings for 4 years with no losses or claims against title
* Assisted legal consul with closing the largest commercial transaction in Houston in 1992, One Allen Center a 3 billion dollar transaction; which was additionally insured by three Title Insurance Underwriters

**ADMINISTRATIVE ASSISTANT TO HOUSTON DIVISION PRESIDENT**

* Accumulated closing numbers from nine branch locations
* Combined and analyzed information into monthly reports
* Evaluated branch performance
* Rectified performance problems with Marketing Representatives
* Received and resolved potential claims and/or determined the need to file claims with Legal Department
* Coordinated with office supply vendors for branch locations
* Planned monthly manager meeting; bi-annual employees meetings at hotels and resorts with golf outings
* Started up new Branch locations – negotiated building leases, selected furnishings, décor and art; complete office set up, i.e. computer networks, phones, etc
* Coordinated all aspects of the home office relocation of 18,000 square feet on four floors into new location of 23,000 square feet on one floor
* Mediated between branch manager grievances and home office guidelines and standards
* Assisted State President with Houston Division during vacant position period for Houston Division

**1987 to 1989 West America Mortgage Company, Fort Worth, TX**

**LOAN OFFICER/ORGINATOR**

* Marketed Realtors and maintained a customer base for loan orgination
* Closed an average of $800,000.00 per month
* Responsible for processing the loan
* Obtaining necessary inspections and documentation required for closing

**1986 to 1987 Stewart Title Insurance Company, Fort Worth, TX**

**ESCROW OFFICER**

* Prepared and conducted all closings for Woodway Homes Builder account
* Supervised secretaries in coordination of inspections, lender documentation and various information required for closing
* Communication with funding department on disbursement and recording instructions
* Reviewed closed files for accuracy prior to signing title polices for distribution to policy owner and mortgage companies
* Responsible for maintaining monthly department quotas
* Conducted closings with buyer and agents. Procured signed documents from builder for all closings
* Closed the largest number of transactions in one day in 1987, over 50 transactions (one every 15 minutes for 2 closers) over $7 million closed. Brought in temporary staffing, catering and seating to accommodate overflow.

**1980 to 1986 Central Texas Title, Granbury, TX**

**ESCROW SECRETARY-ESCROW OFFICER-BRANCH MANAGER**

* Maintained monthly quotas
* Reported operational expenses to home office
* Supervised daily branch operations

**Education: 2005 to 2006 Professional Golfers Career College, Orlando, FL**

* **Associates Degree in Golf Management**
* **GPA 3.93, graduated with honors**
* **Certified in Club Fitting by Mitchell Golf**
* **Certified by USGA Handicap System**

**References and Contacts available upon request.**

Primary Responsibilities:  
- Build, manage, qualify, and maintain a database of clients and prospects that is aligned to the business opportunity in the market  
- Sell Staffing Services through effective phone calls and in-person visits, which foster a consultative relationship and increased business with the client  
- Sell value of Randstad services to support customers in achieving their business goals  
- Effectively recruit, interview, retain, coach and develop Talent, understanding their needs and helping them meet their professional goals  
- Market the talent's skills, knowledge and abilities to the right companies so that we make the best match for the Client and the Talent  
- Consistently exceed Client and Talent expectations of service by following Randstad's Operational Standards and offering innovative and creative employment solutions  
- Work with a unit partner to effectively manage the profitability of your business including volume, pricing, and management of days sales outstanding (DSO)