



Melanie Rambo

Design | Analyse | Front End

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Profile

For the past 25 years, I have been working in autonomous, self-directed environments primarily in the health and administration fields. This has informed my creative approach to problem-solving and prioritising. I have recently coordinated a Staff Wellness Day for 220 people 22% under budget and helped to build a Team Leadership model. My strengths have always been adaptability, reliability, and versatility.

I am recognised for consistently adding more value than expected. I thrive equally in a collaborative atmosphere where I can empower team members to play to their strengths and attain their goals more effectively, as I am working independently.

Wherever I am, I succeed in complex settings by identifying and addressing gaps and putting forth solid action plans. My colleagues would describe me as a resourceful and proactive individual who maintains a positive mindset when faced with challenges.

Skills

Core Professional Skills:

- Administration and Operations Management
- Client relations and success
- Team building and Staff Retention
- Project Management and Planning
- Process Optimisation
- Vendor Sourcing and Negotiation
- Travel and Seminar Planning
- Analysis and Problem Resolution

Soft Skills:

- Excellent Communicator and Facilitator
 - Dynamic Leader and Trainer
 - Collaboration
 - Complex Problem Solving
 - High Emotional Intelligence
 - **Technical:** Office 365, Xero, Front End coding, Minute taking, Adobe, Affinity, Power Bi, Google Sheets, and Python
 - **Languages Proficiencies:** English and German
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Professional Experience

Northland Regional Corrections Facility

2022- Present

- Setting the Agenda and taking the minutes at meetings. My portfolio includes Senior Leadership meetings, medical, Staff Wellness, and Health and Safety.
- Preparing legal documents for dispersal.
- Designing the messaging that is sent out site-wide while maintaining the government's brand guidelines.
- Organising travel, accommodation, and transportation to training for a staff of ten.
- Administrative tasks such as Secondments, maintaining stock, ordering, arranging site visits, catering, and coordinating staff training.

Bodywork VA

2017- Present

- Front-end web design from concept to site launch.
- Logo design and updating.
- eCommerce site maintenance in both WP and Shopify.
- Social Media ad campaign funnels for an evergreen sales cycle.
- Writing, editing, and designing eBooks in line with a client's brand guidelines.
- Medical transcription and technical editing and writing.
- Creating SOPs for clients; to standardise their workflow and increase production.
- Project managing online summits from idea to weeklong annual online events.

Face & Body Massage

1997 - 2017

- Owner-operator of a clinical massage therapy business in multiple states in the US, chiropractic clinics, top 10 spas in the US, and aboard the World of ResidenSea.
- Recruited and trained employees, assessed staff performance and provided highly collaborative and communicative support that fostered strong relationships and trust.
- Managed marketing campaigns, organised a client retention programme, and held events to build a client base, celebrate and retain and reward clients, and support community organisations.

Education & Professional Training

- University of Alaska, Fairbanks USA - **Bachelor of Arts**
- Integrating School of Shiatsu Massage, Fairbanks USA - **Massage Therapist License and Certification**
- Skillcrush - **Front-End Developer**
- Coding with Max - **Data Scientist Certificate**