

Melissa A. Dobson

mdobson0204@yahoo.com

Summary

Motivated professional with 15 years of progressive and diverse experience including: executive administration, data management/reporting and workflow processes improvement; meeting/event and project planning and execution; vendor negotiation and relationship management; and, training coordination and facilitation. A self-directed and customer-focused individual with superior written and verbal communication skills; excellent organizational, research, analytical, and creative problem solving skills; who possesses the drive and tenacity to multi-task and meet tight timelines with positive results.

Professional Experience

Blue Cross Blue Shield of Florida - Lake Mary, Florida – Sales Administrator, 2005 - 2009

Managed administrative concerns for the Sales Department and provided comprehensive support to the Director of Sales. This included: facilitating communications within the department and on behalf of the Director; managing calendars and travel; meeting and event planning and execution; administering timekeeping and annual performance reviews; research, analysis, data management, and reporting; overseeing and developing budgets, and processing departmental financials; and, coordinating and facilitating training and team building activities for internal personnel across the sales organization and for external agents.

- Ensured critical issues were addressed in the absence of the Director, through delegated authority, in order to resolve issues in a timely fashion, fostering positive relationships with clients.
- Assisted in developing budget and monitored monthly budget reconciliation, resulting in a significant amount of savings in revenue for the department.
- Formulated and instituted mechanisms to keep the sales team on task and on time by utilizing tools in the Microsoft Office Suite of software (Word, Excel, PowerPoint and Outlook).
- Initiated a relationship as liaison with the Seminole County Regional Chamber of Commerce to maintain the company's membership and monitor its benefits. Actively participated in Chamber events, and served on the Chamber's Economic Development Summit Subcommittee.
- Played a key role in developing and maintaining relationships with agents serving on a company-sponsored council of approximately fifteen agents. Coordinated and executed quarterly meetings for the Council and Blue Cross representatives to address essential topics. Acted as liaison and provided follow-up on key issues for the Agent Council.
- Built collaborative relationships with internal personnel across the company, and external vendors and organizations, enabling effective management of events, meetings, and training for the company's sales organization.
- Facilitated activities and events to maintain high morale and to encourage team spirit for the Orlando Sales Department and for the administrative staff across the sales organization.
- Organized and managed week-long semiannual on-site training seminars for Central Florida agents and on-going training for internal personnel across the sales organization resulting in noteworthy cost-savings.

American Medical HealthCare - Maitland, Florida - Credentialing Analyst, 2000 - 2001

Oversaw daily operations of the Provider Credentialing Department in support of a HMO network of 25,000 health care providers.

- Researched, analyzed, and documented credentials of new and existing providers.
- Ensured provider informational databases were current and correct.
- Supervised and trained office assistants.

The Hartford - Hartford, Connecticut - Legal and Human Resources Assistant, 1997 -1998

Provided administrative support to the Director of Commercial Lines Human Resources, and administrative and paralegal support to the Bankruptcy Unit during its transition to Trumbull Services.

Human Resources

- Assisted with staffing fulfillment initiatives by creating and editing position descriptions, processing and tracking applications and setting interviews, and in processing new-hire/transfer paperwork.
- Created and maintained workflow management tools such as form letters, spreadsheets, procedural memos, and a departmental procedural manual which streamlined processes and increased the efficiency of the recruiting process.

Legal

- Administered bankruptcy cases by filing and tracking court documents and monitoring cases.
- Conducted and administered legal and market research and analysis for collection, bankruptcy, and mass tort projects.
- Created business materials and workflow management systems that improved internal processes.

PCA Solutions, Inc. & Florida Association of Self Insurance (FASI), Longwood, Florida - Meeting Planner and Administrative Assistant, 1994 -1996

Concurrently, oversaw daily administrative needs and meeting planning projects for the Director of Meeting Planning at PCA Solutions, Inc. and the Executive Director of FASI.

- Developed and facilitated corporate, trustee, and board of director meetings, workshops and events for PCA and FASI, including quarterly week-long workshops for trustees at Disney World.
- Planned and directed the FASI annual convention and trade show for approximately 300 participants over a three day period that encompassed day-long activities and events.
- Created financial and association reports, press releases, newsletters, and member directory for FASI; and, ad hoc reports and an annual employee/trustee cookbook for PCA.
- Carried out new member recruiting initiatives, while maintaining existing membership, for FASI.
- Supervised and trained office assistants who supported clerical needs for both PCA and FASI.

Additional Experience**Seminole County Regional Chamber of Commerce**, 2005 - Present

- Economic Development Committee - Economic Summit Subcommittee - Partnered with other committee members in bringing about the Summit each year. (2008 and 2009)
- Ongoing volunteer assisting with events and projects while actively participating in Chamber activities.

Seminole County Friends of Abused Children - Officer, Board of Directors, 2007 - Present

Support the efforts of the Guardian ad Litem program and other organizations that serve the needs of abused and/or neglected children in Seminole County through fund raising, planning and supporting events, and in engaging in efforts to administer the business needs of the organization.

Seminole Community College - Sanford, Florida - Social Sciences Adjunct Instructor, 2000

Taught college level courses in American Survey and American Women's History.

- Developed course materials, lecture series, and facilitated classes for approximately 100 students.
- Evaluated and advised students with regard to academic performance.

Education

Master of Arts, History, University of Kentucky
Bachelor of Arts, History and Philosophy, University of Kentucky