

# MELANIE R. LYNN

Melrabb1030@gmail.com | www.melanierlynn.com

## EDUCATION

### Florida Institute of Technology

*Applied Psychology/Organizational Psychology, B.A.*

- Summa Cum Laude

**Melbourne, FL**

*January 2022 – August 2023*

### Indian River State College

*Psychology, A.A.*

- Cum Laude

**Fort Pierce, FL**

*August 2017 – May 2021*

## OCCUPATIONAL EXPERIENCE

### Indian River State College

*College Assessment Center, Testing Assistant*

- Administer standardized tests, college course placement exams, and other assessments to current and upcoming students.
- Ensure test security and integrity throughout the proctoring process.
- Collaborate with faculty and other administrators to coordinate testing schedules and student accommodations.
- Maintain confidentiality in managing accurate records of testing activities and student data.
- Offering friendly and professional assistance to students, faculty, and external candidates throughout the testing process, pioneering a positive experience and congenial environment on the campus.

**Port Saint Lucie, FL**

*February 2024 - Current*

### JD Sports

*Store associate, Apparel Specialist, Team Lead*

- Greeted and assisted customers in a friendly and professional manner, and addressed inquiries and questions regarding products promptly to ensure customer satisfaction.
- Operated cash registers, processed transactions accurately, and assisted with balancing cash drawers during closing shifts.
- Managed apparel backstock inventory by conducting stock checks, identifying discrepancies, and restocking the sales floor as needed.
- Trained new employees on store procedures, product knowledge, sales tactics, and customer service standards to ensure their skills in consistent service delivery.

**Jensen Beach, FL**

*January 2024 – June 2024*

### Handy Helpers LLC.

*Supervisor, General Manager*

- Supervised and led a team of cleaning specialists, delegated tasks, and ensured adherence to sanitation for healthier home/commercial environments.
- Trained staff on company procedures, safety protocols, and the usage of equipment and chemicals.
- Conducted regular inspections of employee work to guarantee quality and address any deficiencies promptly.
- Maintained inventory and ensured adequate supplies were available to use.
- Communicated effectively with clients to understand their expectations and to address concerns/feedback.

**Port Saint Lucie, FL**

*January 2022 – September 2023*

### Indian River State College

*Student Peer Mentor, Work-Study, Student Support Services (TRIO)*

- Served as a mentor and a role model for disadvantaged college students, offering support and guidance to help them navigate academic challenges.
- Demonstrated leadership proficiency among peers and advocated for mentees' needs within the program to generate tailored strategies for individual success.
- Facilitated campus events and collaborated with other academic readiness programs for student engagement.
- Maintained confidentiality and professionalism both in-person, virtually, and telephonically.
- Developed digital marketing strategies through social media (Instagram) to expand the program's presence, resulting in an 80% increase in followers/engagement within 3 months.

**Fort Pierce, FL**

*March 2021 – December 2021*

## **LEADERSHIP EXPERIENCE**

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### **Civil Air Patrol**

**Stuart, FL**

*Cadet Staff Sergeant, Cadet Historian*

*January 2015 – April 2016*

- Participated in rigorous leadership training modules, honing skills in effective communication, problem-solving, and decision-making within a structured military-style environment.
- Underwent physical fitness training, emphasizing endurance, strength, teamwork, and fostering a commitment to personal health and well-being.
- Volunteered in community service initiatives benefitting charitable causes.
- Acknowledged with the Most Improved Airman of 2017 squadron-level award.

## **ACTIVITIES/INTERESTS**

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Swimming, astronomy, jogging, stock trading, motorcycle riding, reading, psychology research, and chess.