

# MELISSA A. ROGMAD

Weatherford, TX

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682-333-9517

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## PROFESSIONAL PROFILE

Diligent, resourceful and dedicated. Administrative professional with 8+ years of progressive experience supporting Executives and Upper Management; 5+ years' experience in Project Management; Exceptional work ethic with the ability to anticipate and resolve or mitigate problems and events. Demonstrated ability to work well under pressure while producing quality work and meeting deadlines. Proven leadership and communication skills with the ability to coordinate with multiple teams or departments to effectively manage and complete projects. Genuine ability to adapt quickly to new systems and processes. Natural ability to implement and stream line work processes to support proficiency and promote efficiency. **Seeking to apply my progressive support abilities, confidentiality and trustworthiness, organization behavior and exceptional interpersonal skills to a career that values tenacity and fosters career growth.**

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### STRENGTHS & EXPERTISE

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|--|--------------------------------------|----------------------------------|
| ▪ Conference Planning & Presentation     | ▪ Calendar Management                | ▪ Advanced Organization Skills   |
| ▪ Travel Coordination                    | ▪ On-boarding Coordination           | ▪ Exceptional Customer Service   |
| ▪ Project Management                     | ▪ Anticipate and Mitigate Issues     | ▪ Versatile Adaptation Abilities |
| ▪ Process Implementation                 | ▪ Advanced Collaboration Skills      | ▪ Material Procurement           |
| ▪ Presentation Creation and Coordination | ▪ Training Material Creation         | ▪ Emergency Management           |
| ▪ Benefits & Leave Coordination          | ▪ Worker's Compensation Coordination | ▪ Fleet Maintenance Management   |
|  |                                      | ▪ Timekeeping Maintenance        |

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### PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

#### **Administrative Assistant IV - TEXAS ANIMAL HEALTH COMMISSION**

**Full-Time: 40+ hours/week | April 21, 2014 – Present**

**8751 Camp Bowie West Suite 104, Fort Worth, TX 76116 | Phone: 817-244-2597**

Provide regional office support to Regional Director, Supervising Inspector, Inspectors and General Public. Manage day-to-day office operations as required. Complete special assignments and participate in special agency projects by providing input and aiding in developing new processes or improving existing programs.

- Provide high-level administrative support by conducting research, preparing reports, handling information requests for Regional Director and Supervising Inspector
- Managed CWD Herd Certification Program for all enrolled deer breeders within the 29-County Region
- Support and/or implement special projects as assigned by upper management, other agency departments, and staff
- Initiated three focus groups to update, standardize, ensure compliance and develop new processes within the agency
- Implemented a SharePoint site, managed and maintained all aspects including setup, permissions, and alerts
- Assist in training personnel and class attendees in CWD training workshops
- Created and recorded desktop training videos for agency staff use
- Assisted the Development IT Department with necessary updates and testing of the updated versions for two databases to be used agency wide
- Developed, planned and managed training personnel and public class attendees in multiple CWD training workshops
- Translated regulatory documents for Agency use, which acted as evidence in compliance action violations

#### **Warranty Coordinator / Administrative Assistant - ZIA HOMES, LLC**

**Full-Time – 45+ hours/week | June 3, 2013 - January 3, 2014**

**2244 Trawood Drive Suite 207, El Paso, TX 79935 | Phone: 915-591-8153**

Schedule all warranty repairs for new construction builds by coordinating and managing subcontractors and foremen. Provide excellent customer service by resolving new homeowner complaints and provide administrative support to Zia Homes Owner, President and Office Manager.

- Managed and maintained daily calendars/agendas for President

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- Developed a new warranty contract for new home owners
- Submit, review and approve invoicing for material procurement and subcontractors
- Create and implement a new process for the warranty coordinator position to ensure customer satisfaction
- Address and resolve all customer complaints and issues
- Create new policies for subcontractors and inter office staff
- Translate all policies from English to Spanish both orally and written
- Update website as needed to keep up with market demand

### **Assistant Project Manager / Scheduling Coordinator - TEXAS CONSTRUCTION COMPANY**

**Full-Time - 50+ hours/week | April 18, 2011 - February 1, 2013**

**4622 Burnet Road Austin, Texas 78756 | Phone: 512-451-8050**

Assist three project managers on all new residential construction, remodels and commercial construction by scheduling subcontractors and Texas Construction Company crew. Ensure quality of project completion by acting as the liaison between clients, architects, interior designers and Texas Construction Company.

- Managed and maintained in-house crew schedules for new construction, remodels and regular maintenance repair
- Assisted in development of a new project management operations process to allow for multiple project managers to join the company increasing number of projects managed, project size and ability to compete in a higher project price market
- Create, submit, process, procure and maintain all purchase orders during life cycle of project
- Maintain expense reports per construction project
- Procured all fixtures and special materials for each project
- Implemented a new scheduling process to to meet or reduce the end date for each project
- Create, manage and track all new construction and remodeling projects using Microsoft Project
- Aided in developing new processes to accommodate Texas Construction Company generating \$750,000/year and increasing to \$1.2 million projected for the next year
- Trained existing and new project managers the new operations process, coding process, and scheduling process

#### **TECHNICAL PROFICIENCIES**

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|------------------------------|------------------------|------------------------|
| ▪ Windows 7                  | ▪ Google Calendar      | ▪ CAPPS                |
| ▪ Windows 8                  | ▪ Salesforce           | ▪ SCS                  |
| ▪ TWIMS                      | ▪ Microsoft Office 365 | ▪ ACT!                 |
| ▪ Outlook Express & Calendar | ▪ Adobe Acrobat        | ▪ Microsoft Word       |
| ▪ Skype for Business         | ▪ Oracle PeopleSoft    | ▪ Microsoft Excel      |
| ▪ Microsoft SharePoint       | ▪ Dropbox              | ▪ Microsoft Access     |
| ▪ Microsoft OneDrive         | ▪ Microsoft Project    | ▪ Microsoft PowerPoint |

#### **EMERGENCY MANAGEMENT CERTIFICATIONS**

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|-----------|-----------|-----------|
| ▪ ICS 100 | ▪ ICS 300 | ▪ ICS 800 |
| ▪ ICS 200 | ▪ ICS 700 |           |

#### **LANGUAGE FLUENCY**

- |  |             |
|--|-------------|
| ▪ Bilingual - English/Spanish          | ▪ Translate |
| ▪ Native Fluency: Read / Write / Speak | ▪ Interpret |

#### **EDUCATION**

**32 Credit Hours, Weatherford College 2006**  
**Cosmetology Operator's License, Weatherford Cosmetology 2006**  
**High School Diploma, Weatherford High School 2006**