

Melissa Summers

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Summary

Currently pursuing a MA in International Development Policy at the Monterey Institute of International Studies. Core strengths include interpersonal and intercultural skills, ability to quickly apply new skills, learning initiative, enthusiasm, multi-tasking, and successful time-management. International and cultural experiences include studying, traveling, working and living in multiple countries, and recent field experience as a junior consultant on a community development project in El Salvador.

Skills and Language

- Microsoft Office, Banner, Data Entry, research, editing
- Languages: English (native), Spanish (intermediate), Italian (high-beginner), Japanese (beginner)

Professional Experience

Chemeketa Community College **Salem, OR**
Financial Services Assistant *September 2008-August 2009*

- Enrolled and registered students, built and updated academic records, issued transcripts and enrollment verifications, accepted tuition payments, provided forms and instructions according to need
- Accepted agency and scholarship payments, researched financial and academic accounts, data entry on Banner and Excel, efficiently maintained office financial records and cash flows
- Organized and implemented a project to compile a database of office records for more efficient accessibility

Shizuoka Prefectural Board of Education (JET Program) **Shizuoka, Japan**
Assistant Language Teacher *August 2006-August 2008*

- Designed curriculum and tests, prepared classroom materials and instructions, graded and evaluated student assignments and performance, provided input and advice on organization of English language program
- Visited a special needs school monthly as a guest teacher, served as a judge in local speech contests, organized and led a school-based English club
- Organized and led workshops for a series of mid-career training seminars for Japanese teachers of English, served as an editor on the annual teaching magazine (It Takes Two) issued by Shizuoka prefecture and distributed to all English language teachers in the prefecture as a resource for lesson plan creation
- Consulted in adaptation of English language curriculum for Izu Chuo High School, personally mentored students for local speech contests, used alternative approaches to motivate students about language learning

EWEB Employees Federal Credit Union **Eugene, OR**
Bank Teller *January 2006-August 2006*

- Ordered, counted, managed and received bank funds; inventoried and managed vault funds
- Approved overdraft funds, facilitated and streamlined online and wire transfers on behalf of customers
- Performed standard transactions, provided excellent customer service and ensured customer satisfaction

American English Institute **Eugene, OR**
English Language Tutor *January-December 2005*

- Conducted private tutoring sessions for English language learners studying for TOEFL test
- Organized and led English language seminars for visiting Tokyo university student groups

TNS Intersearch Corporation

Eugene, OR

Shift Supervisor

March 1999-September 2002

- Trained interviewers on project specifications, oversaw 10-50 interviewers on various client projects, answered questions, tracked and logged hours, motivated and monitored interviewer performance
- Managed phone number database to ensure correct allocation of demographics in survey sample, answered questions and addressed respondent complaints
- Communicated with clients about project status, specific requirements, requests and progress
- Wrote daily progress reports on project status, managed database of sample (phone numbers), entered project and quota data in system daily, communicated problems or errors to clients

Education
Monterey Institute of International Studies

Monterey, CA

Master of Arts: International Development Policy Studies

August 2009-present

- **Team Monterey 5 El Salvador Team Leader:** Development practicum coordinator

January 2010

University of Oregon

Eugene, OR

Bachelor of Arts, cum laude: Sociology, English Literature and minor in Spanish

December 2005

- **Study abroad in Siena, Italy:** Italian language, literature, bookbinding
- **Study abroad in Querétaro, Mexico:** Spanish language, culture and history

September-December 2004

June-August 2003

Lane Community College

Eugene, OR

Associate of Arts: Transfer Degree

June 2002

- **At-Risk Youth Program:** conducted ongoing poetry workshops with students in at-risk schools and encouraged participation in local art events. Resulted in better attendance rates, attitudes and in-class participation on behalf of students as reported by school instructors.

Field Experience
Monterey Institute Community Development Project

Bajo Lempa, El Salvador

Team Monterey Infrastructure Program Junior Consultant

January 2010

- Conducted a baseline evaluation of recently implemented water distribution system in two communities, designed and conducted survey of beneficiaries, interviewed stakeholders and administrators, evaluate socio-economic and health impact of system, compiled and analyzed data. Resulted in a written final report of findings and recommendations for Asociación Mangle.

Development Training
Development Project Management Institute

Monterey, CA

Monterey Institute Development Training Program

May 24-June 11, 2010

- Learn how to design and assess projects that foster sustainable development. Become familiar with the approach to project development that is widely used in bilateral and multinational organizations.
- Master tools and skills needed to effectively assume the roles of facilitator, trainer, and change agent. Learn skills to conduct training programs including: needs assessments, adult learning practices, community mobilization, stakeholder negotiation, conflict mediation, and the training of trainers.
- Become proficient in the use of tools and techniques to conduct an analysis of vision and mission; identify core competencies; and forge strategic partnerships to enhance organizational effectiveness.

Personal References

- **Amy Sands:** Provost, Monterey Institute of International Studies 831-647-4116
- **Miriam Rozin:** Business Services Office Manager, Chemeketa Community College 503-399-8486