

Melissa Scafidi

Brand Ambassador

Renton, WA 98056

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+1 630 430 2041

- Experienced in developing, implementing, and facilitating training sessions
- Demonstrated knowledge of adult learning styles and systems theory processes
- Ability and desire to create methods to cultivate organizational change
- Easily able to assess training needs and performance results
- Organized corporate event planning and team-building exercises
- Training adult learners and the development of workplace initiatives

Authorized to work in the US for any employer

Work Experience

Brand Ambassador

Brand Besties - Seattle, WA

February 2023 to Present

- Distribute food samples of the Impossible Foods brand during Seattle Kraken games at Climate Pledge Arena
- Obtained Washington State Food Worker Card

Brand Ambassador/Warehouse Manager/Mascot Handler

Surge Staffing - Chicago, IL

June 2022 to Present

- Offers exceptional customer service to differentiate and promote the company brand.
 - Collaborates with customer service team members to give exceptional service throughout the entire experience.
 - Communicates information to customers about product quality, value and style.
 - Well-versed on company's products and services.
 - Educates consumers on company initiatives and special offers
 - Answers consumers questions with knowledge and resourcefulness to obtain the accurate information
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- Works in company's warehouse; set-ups promotional kits/tents, organizes storage units, receives orders, makes logistical runs, and takes inventory
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- Handler for brand's mascot; manages mascot's breaks and is the eyes/ears for the mascot

Facilitator

TeamBonding - Chicago, IL

April 2022 to Present

- Facilitates on-site team-building events for various companies.
- Hosts virtual trivia/team-building activities.
- Motivates the team to achieve organizational goals.

- Implements a timeline to achieve targets.
- Delegates tasks to employee team members.
- Conducts a training of employee team members to maximize their potential.
- Empowers team members with skills to improve their confidence, product. knowledge, and communication skills.
- Emphasizes conflict resolution through the use of group activities.

Administrative Coordinator

TalentBurst, Inc/Uber Works - Chicago, IL

September 2019 to Present

- Interviews a high volume of candidates by phone and make hiring recommendations based on phone screens.
- Determines candidates fit with a variety of open positions available.
- Ability to quickly describe the company value proposition to prospective workers.
- Responsible for conducting interviews fairly and consistently using our standardized questions and assessments.
- Update applicants' status and trigger appropriate paperwork.
- Thoroughly document and help optimize our processes as our business grows.
- Used systems such as Slack, Salesforce & Google Suite on a daily basis.

Resume Writer

ClearPoint HCO/Your Resume Wiz

July 2019 to Present

- Wrote resumes for clients in a variety of different fields.
- Went through multiple revisions based on client needs.
- Resumes were ATS friendly and used relevant SEO terminology.

ESL Teacher

Education First - Remote

June 2019 to September 2020

- Teach ESL to children in China remotely ages 5-16.
- TEFL certification.

Education

Certificate in Adobe Graphic Design/E-Learning

Chicago Technology Institute - Chicago, IL

May 2021 to Present

Bachelor's in Human Resource Development

Northeastern Illinois University - Chicago, IL

May 2012

Skills

- Communications
- Organizational Skills

- Public Speaking
- Event Planning
- Training & development

Links

<http://www.linkedin.com/pub/melissa-scafidi/31/a98/33>

Certifications and Licenses

TEFL

July 2019 to Present

Assessments

Attention to Detail — Highly Proficient

July 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

June 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Attention to detail — Highly Proficient

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Recruiting — Highly Proficient

July 2019

Managing the candidate sourcing and selection process

Full results: [Highly Proficient](#)

Sales skills — Proficient

August 2020

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.