

# Melinda J. Montoya

1001 Leadership Place Killeen, TX 76549

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## **Education**

Masters of Business Administration/Marketing - Tarleton State University Central-Texas

Bachelor of Science: Business Administration - Tarleton State University Central-Texas

Associate Degree in Business Management - Central Texas College, Killeen, TX

## **Professional Expertise**

### **Transitions Coordinator - Central Texas College Adult Education**

#### **2014 – Present**

- Advised students transitioning into post-secondary education and/or the workforce
- Taught transitional workshops for students in the areas of Goal setting, College Readiness, and Career preparation
- Ensured program compliance with state and federal standards relating to goal-setting, student achievements, and transitions
- Responsible for submitting reports required by governing Adult Education state agency relative to ICA and Distance Learning
- Managed and coordinate ABE Distance Learning Orientation
- Researched consistently all areas relating to college and vocational training programs in the area, as well as funding options
- Maintained contacts with several offices on campus, including admissions, guidance and counseling, ESL, International student services, continuing education, skills center, financial aid, learning resource center, and testing center
- Managed program development and implementation (including writing and design skills and the ability to conduct staff training)
- Managed student recruitment and retention

### **GED Teacher - Central Texas College Adult Education**

#### **2012 - Present**

- Administered the implementation and operation of the Adult Basic Education and GED programs for Central Texas College location
- Provided assistance to other staff in the creation and delivery of workplace training programs for workforce and employers
- Responsible for providing basic education services to individuals wanting to improve their basic education skills or obtain a GED
- Maintained files and computerized records for program participants

- Recruited, assessed and registered students for education and training programs; conducted follow-up evaluations for education and training programs
- Completed applications, correspondence and reports as required
- Worked with other staff to expand opportunities for additional classes and programs that form an integral part of the institutional strategic plan
- Developed rapport with students, staff and local agency service providers to work effectively as part of a team and independently
- Utilized class curricula and instructional techniques, developed and implemented class curriculum, administered and interpreted aptitude, interest, and personality assessment instruments
- Effectively worked with participants in evaluating educational needs and developing individual study plans, assisted participants in developing math, writing, reading and employability skills
- Maintained participant files-written correspondence, telephone calls and computerized record systems
- Provided support for GED administration including scheduling classes, administering practice tests and digital content in courses to connect students to more resources
- Adhered to Adjunct Faculty Expectations established by the College
- Utilized online grade books and communication techniques request student transcripts

**Adjunct Instructor- Business Ethics - Gatesville Prison, Texas A&M Central Texas**

**2012 - Present**

- Modeled professional behavior and communication for students
- Collaborated with student support personnel providing academic and professional guidance for students
- Researched and utilized to further engage students in their own learning
- Facilitated effective and engaging learning environments in various teaching modalities for diverse needs of learners
- Created and maintained course materials in compliance with College and regulatory requirements
- Assessed student learning, provide feedback and support, and referred student for additional support when necessary
- Developed, reviewed and adhered to academic policies and procedures for the college
- Actively participated in advisory boards, student organizations and system committees

## **Adjunct Instructor- Marketing - Gatesville Prison, Texas A&M Central Texas**

### **2012 - Present**

- Modeled professional behavior and communication for students
- Collaborated with student support personnel providing academic and professional guidance for students
- Researched and utilized to further engage students in their own learning
- Facilitated effective and engaging learning environments in various teaching modalities for diverse needs of students
- Created and maintained course materials in compliance with College and regulatory requirements
- Assessed student learning, provide feedback and support, and referred student for additional support when necessary
- Developed, reviewed and adhered to academic policies and procedures for the college
- Actively participated in advisory boards, student organizations and system committees

## **Data Specialist - Copperas Cove Independent School District - Copperas Cove, Texas**

### **2008 – 2012**

- Managed student academic history record, including grades, enrollment verifications and transcript processing
- Provided, advised and guided on Enrollment/Withdrawal Services and related issues within established policies and procedures
- Recorded/information management to include creating and maintaining electronic and physical student files
- Managed administration of records retention including tracking and facilitation of the destruction of documents according to retention schedule
- Managed verification of student attendance

## **Special Education - Copperas Cove Independent School District - Copperas Cove, TX**

### **2000– 2008**

- Modeled professional behavior and communication for students
- Collaborated with student support personnel providing academic and professional guidance for students
- Researched and utilized to further engage students in their own learning
- Facilitated effective and engaging learning environments in various teaching modalities
- Researched and prepared statistical reports for review by teachers, principals and administration
- Planned, scheduled, and administered testing for admission/dismissal into Reading Program for two campuses
- Maintained confidential paper and electronic student files
- Managed and monitored budget for program on two campuses

### **Tribal American Network Incorporated Annual Pow-Wow Ogletree Gap, Copperas Cove TX 2003 – 2004**

- Assisted with negotiations for space contracts and booked event space, arranged food and beverage, ordered supplies and audiovisual equipment, made travel arrangements, ordered event signs, and ensured appropriate décor was displayed
- Aggressively gathered information on each project to achieve quality event production
- Conducted research, made site visits, and found resources to help make decisions about event possibilities
- Created and revised layouts for the Pow-Wow
- Proposed new ideas to improve the event planning and implementation process
- Served as liaison with vendors on event-related matters
- Developed and implemented marketing strategy for promotional activities in support of the Pow Wow by local businesses
- Managed 25 volunteers
- Managed on-site production and clean-up
- Prepared nametags, materials, notebooks, packages, gift bag, and registration lists
- Gathered and managed after-action reporting

### **Economic Development Project- City of Killeen/Killeen Chamber of Commerce December 2004**

Addressed the following issues

- Killeen's negative image
- Need for regional economic development
- Branding
- Revitalization of downtown

Developed research through:

- Interviewed community leaders
- Interviewed Chamber leadership
- Secondary research

Reported:

- Research findings
- Developed a strategic plan for regional economic development
- Offered recommendations

### **Summer Internship 2003 Tarleton State University-CT, Copperas Cove YMCA and Teen Center Building Membership**

- Copperas Cove YMCA contacted TSU-CT in an effort to determine reasons for lack of membership
- Researched the client
- Surveyed current members and parents
- Determined that a negative reputation existed
- Lack of programs offered

- Parents lacked confidence in the supervision and leadership of the facility
- Compiled a report addressing the research findings Offered recommendations for existing problem solutions

**Retail Sales - Family Dollar, Copperas Cove, TX**

**1999-2000**

- Assisted Customer in locating products
- Ensured that displayed products complied with company standards
- Implemented standard operating procedures
- Assisted customers in billing and packaging process at checkout
- Coordinated and synchronized work with other departments
- Maintained records of inventory
- Collected and reported lost and damaged products, customer feedback and complaints to store manager

**Sales Representative - AAI, Foster Grant Rangel Records Austin, Texas**

**Geographic Territory Lampasas-Waco**

**1996-1999**

- Managed a geographic territory from Lampasas to Waco of 18 retail, department and discount stores
- Built relationships with key store personnel to ensure their understanding of brand information, shelf standards and promotion of products
- Coordinated and scheduled delivery of new stock, rotated out old stock, cleaned and maintained store product displays
- Developed and implemented pricing strategies for products
- Gathered and reported information related to outdated products, stock shortfalls and other problem areas to District Manager
- Developed and implemented store layout diagrams, product placement diagrams, end of aisle product displays and point of purchase displays

**Merchandiser - Gibson Greetings – Columbia, South Carolina**

**1992-1996**

- Managed a geographic territory of 25 retail and grocery stores
- Built relationships with key store personnel to ensure their understanding of product branding, shelf standards and product promotion
- Coordinated and scheduled delivery of new stock, rotated out old stock, cleaned and maintained store product displays
- Worked closely with store management and sales personnel with product placement diagrams, end of aisle product displays and point of purchase displays
- Gathered and reported information related to outdated products, stock shortfalls and other problem areas to District Manager
- Placed all orders for inventory replenishment
- Developed and managed marketing strategy
- Managed inventory reports critical to the distribution of products
- Facilitated in the training of new Merchandisers

## **Board Member-Fort Jackson Thrift Shop (South Carolina)**

**1992-1996**

- Responsible for management and supervision of volunteer staff
- Managed and developed retail floor plan
- Developed and implemented promotional strategies
- Developed and managed programs for military families in need

## **HHC 2<sup>nd</sup> Brigade Fort Hood, TX Family Support Group**

**1996-1999**

- Assisted with negotiations for space contracts and booked event space, arranged food and beverage, ordered supplies and audiovisual equipment, made travel arrangements, ordered event signs, and ensured appropriate décor was displayed
- Aggressively researched information on each project to achieve quality event production
- Conducted site visits and found resources to help make decisions concerning event possibilities
- Created and revised room layouts for events
- Proposed new ideas to improve event planning and implementation process
- Served as liaison with vendors on event-related matters
- Assisted with managing on-site production and clean-up
- Prepared nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc
- Gathered and managed after-action reporting

## **Specialized Training**

### **College of Business Retreat (Fall 2013 and Fall 2014)**

- Attended a daylong meeting to become more familiar with the history, goals, and pedagogy for the Management and Marketing department at Texas A&M Central University

### **Setting the Stage for Achievement (May 2013)**

- Attended workshop to learn to implement Goal Driven Learning in the classroom

### **Helping Students Stay (March 2015 – May 2015)**

- Attended online class on exploring program and classroom persistence strategies

### **Navigating Pathways of Opportunity (May 2015 – June 2015)**

- Attended a comprehensive online class on student support strategies in the classroom

### **College Readiness for Adults (July 2015 – August 2015)**

- Attended online class on preparing students beyond academics

## **Activities and Honors**

- Delta-Mu-Delta
- Business and Marketing Association
- Cum-Laude Graduate
- National Dean's List