

Melissa Merrick

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SUMMARY

- 8+ years in people operations (human resources) at small to mid-sized startups
- 8+ years in full lifecycle recruiting for administrative, finance, marketing, operations, R&D, and sales roles
- 5+ years supporting leaders with headcount planning, performance management, and training and development programs
- 4+ years as primary administrator for compensation/equity/incentives plans, health/fringe benefits, 401(k), and payroll
- 3+ years directly managing sales, operations, and R&D employees

EXPERIENCE

Onboarding Executive @ [Newfront Insurance, Inc.](#)

05/2019 – Present

- Directly managed a remote workforce of 10: coached hires, trained on processes, held weekly 1:1's, resolved and escalated roadblocks, and maintained accountability towards sales goals
- Project managed the acquisition of \$2M/quarter in book of business transfers from legacy brokerages; team captured 82% of company's total revenue and tripled historical client conversion speed
- Achieved 88% of book transfer in 59 days, exceeding target of 75% over 180 days
- Partnered with leaders from legal and sales operations to discover process gaps and collaborate on solutions; presented metrics in weekly reports to C-level executives
- Designed and achieved KRs related to process creation and refinement, client NPS, and building remote community

Co-Founder / COO @ [Odyssey Therapeutics, Inc. \(Company Disbanded\)](#)

03/2018 – 11/2018

- Co-founded a VC-backed computational immunology company with a technical partner; participated in 2 incubators
- Established company infrastructure: headed finance, HR, and operations
- Sourced outside legal counsel: created relationships with patent, general counsel, and startup specific attorneys
- Hired and directly managed 11 individuals across consultant, laboratory, and operations roles
- Created HR policy and compliance with federal, state, and local laws; wrote HR Handbook
- Established health benefits, compensation/equity/incentives plans, and employee OKRs
- Created technical partnerships with the NIH and several biobanks, applied for an SBIR grant, and formed an IRB

HR Business Partner @ [UXPin, Inc.](#)

05/2015 – 06/2018

- Headed HR programs and policies, employee relations, and training and development for a 150 person global startup
- Collaborated with CFO to create company compensation, equity, and incentives plans and performance adjustments
- Established companywide OKRs, 360 performance reviews, and employee engagement programs
- Partnered with leadership to recommend and conduct performance improvement plans, investigations, terminations, and 2 rounds of company-wide layoffs; responded to resignations and held exit interviews
- Hired 18 employees across customer success, executive, marketing, product, and sales roles
- Shaped remote culture by creating feedback channels, group forums, and inclusion and diversity programs

Operations Manager @ [BioPharmX, Inc.](#)

12/2013 – 04/2015

- Formalized recruiting and hiring processes; hired 9 employees across finance, R&D, and sales teams
- Organized 1-4 day events: advisory board meetings, trade show sponsorships, and team building events
- Managed supply chain with several manufacturers for the creation and packaging of an over-the-counter product
- Worked with executives to promote company objectives, define core values, and refine company culture

Private Client Banker @ [JPMorgan Chase Bank, N.A.](#)

09/2011 – 11/2013

- Managed a \$150M portfolio of executives and high net worth individuals and families
- Consistently exceeded sales quota: closed over \$1M in new deposits and \$500K in new investments each month
- Helped hire and train 9 bankers to maintain branch performance ranking and customer satisfaction score

EDUCATION

- B.S. in Physiology & Neuroscience @ [University of California, San Diego](#)

09/2007 – 06/2011