

# Melody Rose Palacios

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## SUMMARY

Detailed oriented bilingual full time college student worker fully equipped with over ten years experience in handling overall office operations including working with customers, guests, and administrative service related office issues.

## EDUCATION

**Santiago Canyon College | Santa Ana College**

**August 2021- Current**

**Orange, CA**

*Associates of Liberal Arts & Humanities | Film & Television Production Major*

## EXPERIENCE

**Honda Center**

**Server**

**July 2023/Current**

**Orange, CA**

- Deliver prepared food and beverage items to guests and patrons timely and accurately
- Remove any/all soiled utensils and service ware from guest view and/or tables
- Assist in setting dining room and tables with new linen, utensils, and glassware
- Possess knowledge of complete menu offerings, including production specifications, ingredients, cooking times, presentation/packaging, etc.
- Collaborate with kitchen and bar staff to ensure prompt delivery of guest(s)' orders; ensure thorough and detailed communication of any/all dietary restrictions/allergies
- Deliver professional, courteous, and efficient service to guests.
- Responsible for completing all station set-up, breakdown, and cleaning duties
- Maintain knowledge of restaurant happenings, including menu updates, operational guidelines, service hours, special offerings, etc.
- Support all team members to ensure guests receive high quality service; provide notes and insights if guests have special requests, assist team by clearing/cleaning/pre-setting tables for next party, ensure hospitable experience for all guests
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies
- Understand and assist with execution of responsible alcohol service
- Follow, adhere, and practice the Safety and Sanitation standards set forth by the Food & Beverage Department including but not limited to:
- Social distancing

- Use of face mask/covering when in common areas, presence of guests, and where Social Distancing is not possible
- Use of gloves when handling guest food or beverage.
- Cleaning and sanitizing high contact surfaces that are frequently used by guests and fellow employees
- Frequent handwashing, regardless of use of gloves
- Other tasks as assigned by supervisors and/or manager

**Santiago Canyon College                      Student Assistant                      Oct 2022/Current                      Orange, CA**

- Assist Vice President#2 Chief Job Steward
- Manage and supervise A104 while students are present
- Set up and tear down campus events as well as interact with student
- Create video content for social media
- Clean, organize and keep inventory of ASG/ICC actives, games and miscellaneous items in A104
- Create graphics and jotforms as needed
- Receptionist in A105
- Assist students during first year event
- Assist students in finding their lecture halls, food pantry and other areas around campus.
- Assist and help other department as needed

**Rey's Vintage Finds                      CEO/Founder                      Jan 2021-Current                      Fullerton, CA**

- Responsible for all website graphic designs.
- Created and managed the godaddy website.
- Created and managed pirate shipping/orders/shipping.
- Conduct and create weekly promo eblast to current customers using mailchimp.
- As the Ceo and founder I personally message and handle all customer service needs.
- Responsible for all social media content.

**Revive Covenant                      Administrator                      April 2020 2016-Jan 2021                      Orange, CA**

- Updated attendance grids.
- Updated attendance graph to track attendance and keep comparison of years.
- Updated weekly income report.
- Responsible for updating bulletins/inserts/announcements (add benevolence first Sun of every month)
- Created weekly bible reading log insert/sermon insert/other inserts using powerpoint.

- Updated weekly reading log (every other week).
- Generated bi-monthly newsletters (send reminder two weeks before articles are due)
- Created Church email blasts/FB posts
- Recorded devotionals, updated them to social media (both Revive pages, email blast, YouTube) and email out to staff.
- Updated YouTube account
- Updated website
- Distributed daily mail.
- Processed bills every Tuesday.
- Responsible for picking up bills & checks and processing them to the correct departments.
- Updated planning center online.
- Responsible for printing lyrics in word and distributing them to proper departments.
- Distributed and coordinated food pantry (Tue/Thu), by appointment only.
- Created a sermon PPT and Word Doc for the pastor.
- Responsible for updating media Shout (music, sermon, announcements, pack presentation, put on USB and take to sound room; do a final review final once it's on sound room computer)
- Created and updated announcement slides (add benevolence first Sun of every month) and update bulletin board in breezeway.
- Responsible for sending total copy count to Kyocera every quarter (when they email request)
- Responsible for Calendar all room usage and events, reorganize calendar when FP is on campus.
- Created banners/postcards/flyers/signs.
- Created welcome Packets (print/put together/stock in narthex)
- Ordered janitorial supplies as needed & stock in closet
- Ordered and stocked office supplies/postage/paper/printer ink/copier toner
- Ordered stamps stocked and locked in cabinet with keys
- Updated staff/council pics in narthex and names.
- Responsible for disposing waste and recycled trash every Tuesday.
- Responsible for removing feathered flags to narthex on Monday morning.
- Was a point person for partnership with Family Promise.
- Responsible for changing altar candles as needed (about every 4-6 weeks).
- Logged and tracked keys.

- Ordered ink for a copier from Kyocera .
- Printed and stocked all reimbursement and check requests .
- Responsible for sending a monthly count the first week of every month to Second Harvest via their Primarius.
- Updated schedule for: announcement person, computer person, welcome table, feather flags, benevolence offering.
- Tracked annual report celebrations for new members/members withdrawn/dedications/ baptisms/weddings/births/deaths.
- Prepared annual meeting info:update/print/hand out packets to members (or mail) premeeting; print: sample ballots/sample agenda/budget/member lists/Council Election process/bios (annual meeting is at the end of June.
- Updated Council/Officer Log after annual meeting elections.
- Updated mailboxes with new Council/Officer names.
- Prepared an annual Second Harvest inspection of the pantry.
- Prepared annual Tax Donation letters in January to distribute for the new tax year.
- Filled out and returned the annual OC Tax Assessor's Property Use Report in January.
- Ordered palm branches and ashes for Ash Wed and Palm Sunday from Catholicsupply.com (JanFeb) –a reminder will come. If you order early we save on shipping.
- Responsible for sending all reimbursements for each Fiscal year.
- Responsible for ordering new master calendar for the upcoming year in July/Aug
- Renew AT&T contract EVERY August (FIRST WEEK) to prevent our bill from sky-rocketing
- Process annual extinguisher maintenance twice a year.
- Process annual Fire Inspection (Usually shortly after extinguisher maintenance is done)
- Ordered the new year's Labor Law Compliance Poster and post by office mailboxes.
- Ordered advent candles for next year (December) -We already have some for 2020
- Coordinated new Church Directories once a year.
- Coordinated Ladies Lunch the first Monday of every month at noon.
- Coordinated Pastor Appreciation is in October.
- Coordinated Creek Open House is in Spring.
- Coordinated Teacher Appreciation Week is in May, the Fellowship Team does something for the teachers every year.

- Acted as primary Media Contact (radio TV, newspaper and other publications) to inform the community of the total scope of the Adult Rehabilitation Program.
- Worked Closely with Human Resources to produce all hiring events.
- proactively searched out opportunities for interviews and speaking engagements to promote ARC.
- Developed contacts for complimentary or invoiced space for advertising store sales, donation sites, vehicle and other product acquisition as well as public service announcements.
- Worked closely with the ARC Managers to promote sales and promotions.
- Worked closely with the area Program Manager to create a newsletter which can be used to familiarize the community with the ARC Program.
- Secured, at no charge whenever possible, admittance to sports events, musical and dramatic stage presentations, local museums and other event activities suitable to the center program for male and female beneficiaries.
- Actively solicited donor sources for donation drives, financial contributions as directed by administrator and other in-kind gifts.
- Worked with the administrator to develop strategies to increase donations in the stores and center.
- Review and edit all written material intended for public dissemination to ensure content and “voice” is consistent with TSA policy”
- Attended advisory council meetings and keep members and keep members apprised of events, pr/marketing updates and spearhead a pr sub-committee.
- Conducted Market Research- Primary, Secondary, Targeting, Segmentation, Analytics and developed reports as needed.
- Was responsible for all events including fashion shows and other expos. Traveled to San Diego, Long Beach, and Anaheim.
- I was responsible for leading our booth Fashion Show Event at The Rock Church.
- I was a guest speaker for the Annual Fashion Show that catered to over 400 women.
- I am responsible for taking the lead on our RER Campaign we launched last year in 2017 which includes attending Real-estate seminars, events etc.
- Conducted marketing activities such as organizing a five thousand flier distribution to a new store.
- conducted exceptional, highly personalized tours
- conducted unique, highly personalized follow up with each lead
- appropriately identify and build relationships with community professionals to maximize referred leads
- ensure our associates are appropriately trained to engage in phone and tour hospitality
- maintained a lead/referral database and track the marketing activities conducted

- was responsible for marketing and coordinating monthly Job Fairs.
- work with Real-estate professionals RER Program.

**The Rock-Administrator/Communications Feb 2015–Nov 2016**

**Anaheim, CA**

- processed payments for facility rental, utilities and other department bills on a monthly basis.
- traveled to Seal Beach to physically make our facilities payment, which can range from a \$3,500–\$5,000 check.
- lead and oversee: Information Center; Mission's, Data Base, Communications & Counting Team
- responsible for handling and reconciling petty cash.
- responsible for making deposits on Sunday afternoons.
- process office supply orders when needed.
- process permits for facility use and special activities.
- sent out Eblast to 715 congregation members weekly.
- created our weekly bulletin using the InDesign program. Make and stuff 180 bulletins per week.
- responsible for creating the video script for our video announcements along with my own voice recording weekly.
- updated weekly slides and up to date banners for screen monitors for Sunday service.
- create banners for Eblast using InDesign.
- Approved communication Eblast through Arena for Executive Pastor.
- Responsible for sending headcount reports on Sunday Mornings.
- Scanned and emailed all money transactions to the finance department.
- Responsible for two mac computers. One Mac was administration (myself). Mac two is for the communications department, and an iPad for the Information Center. Along with two PC's belonging to our Database team
- Responsible for conducting lead meetings with all departments I oversee. Encourage, coach and counsel. I also have the privilege of rewarding team members with \$25 gas cards.
- Attended a Lead Team Meeting every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month along with taking food orders for 18 people, booking meeting space and serving refreshments.
- I was also responsible for taking notes on the meeting and sending that information to the team.
- Personal assistant lead pastor.
- Volunteered every Sunday.

**Rock Christian Academy-Front Desk Receptionist**

**August 2015 -January 2016**

**Anaheim, CA**

- Answer all incoming calls

- Check students uniforms to ensure they were up to school standards
- Book space for special events.
- Assisted Office Manager
- Delivered bank deposits
- Picked up Petty cash at our corporate office.
- Delivered confidential paperwork to the corporate office.
- Attended to children who were hurt in our nurse office.
- Distribute tardy slips to students who were late.
- attended entered students on RenWeb system
- Distributed mail to faculty
- Performed general office duties

**T-Mobile-Retail Sales Associate    JULY 2009 – JANUARY 2012    East Los Angeles/ Montebello, CA**

- Performed sales contracts on a daily basis.
- Took payments, processed returns and refunds, as well as warranty exchanges loaner phones etc.
- Delivered Customer Service and developed relationships using Customer Service delight training that was provided.
- Delivered a strong genuine customer experience that would allow the customer to confidently recommend T-Mobile to their friends and family.
- Made wireless terms, products and services seem simple and understandable. Ensured that every need the customer had when coming into the store was met before they left, right fitting the solution and making sure I set them up for success through the customer on-boarding process.
- Build customers' confidence by making their experience comfortable, simple and by solving the whole problem.
- Provided Store Management with feedback and solutions to improve customer service and sales results.
- Was able to handle multiple priorities and customers.
- Used the store systems to support the customer experience, including the point of sale and customer account management; gave support to co-workers when needed.
- Supported team members in serving customers and doing store operations tasks such as cleaning, merchandising, etc.
- Shared customer experiences with the rest of my team including management when needed to improve sales individually and corporately.
- Cross-trained and coached among store safety

- Assisted in setting-up, refreshing and clearing the stores visual displays and interactive devices.

**Dr. Robins Family Dentistry-Front Desk Receptionist      July 2007-July 2009      Montebello, CA**

- Verified patient insurance eligibility.
- Meet and greet patients.
- Answer incoming calls.
- Set up follow up and annual appointments.
- Filing numerically and alphabetically.
- Updated patient file folder information.
- Created a new patient file folder.
- Was responsible for working and covering shifts at the West Covina area office on weekends when needed.

**Marriott Hotel-Catering Event Coordinator      December 2005-July 2007      Norwalk, CA**

- Was chosen out of 5 personnel to attend a fully paid Sales Training.
- Responsible for obtaining BEO (Banquet Event Order) which obtained seating style, number of guests for meeting, seminar ,training ,church event or social gathering, wedding or celebration.
- Inserted food choice menu, time frames and locations. The BEO was my responsibility to create and deliver to numerous departments throughout the hotel. It was a very important task that was done daily.
- Received incoming calls for the catering and sales department.
- Was in charge of maintaining celebration or meeting type booklets.
- Gave tours to potential clients.
- Was responsible for daily event signs.
- Meet and greet clients, visitors and guests.
- Performed regular receptionist and administrative duties such as filing, faxing, receiving FedEx and shipping out boxes etc.
- Process, prepare and deliver orders to the client.
- Provided excellent customer service by following up with customers after an order has been completed. Promptly follows up on all customer calls and requests in an efficient and expedient manner.
- Managed existing accounts to ensure ongoing repeat catering sales.
- Worked closely with café teams to uncover and pursue additional business.
- Created a targeted game plan for increasing catering sales. This involves strategic planning, cold calling, presentation skills and effective closing sales techniques.
- Utilized outlook calendar as well as other online resources to maximize organization, game plan and follow up.



## Computer Software

Msoffice/ Excel/PowerPoint/Word

Marketing/Mailchimp

Website/Shopify,Godaddy

Copy/Fax/Scan

## Volunteer Experience

**The Rock**

**July 2015- 2019**

**Anaheim, CA**

*Worship Team | Childrens childcare | Youth Director*

**Radiant Church**

**September 2011-2014**

**Colton, CA**

*Youth Director | Worship Team | Youth Pastor*

**Teen Fashioned Magazine**

**October 2023-Present**

**Anaheim, CA**

*Execute Team | Social Media Director (Locations: Bulgaria, Jamaica & United States/Based in Anaheim, CA)*