**MELISSA A. O’NEIL, M.A.**

7148 Jesup St.; Indianola, IA 50125 (515) 371-1206 melissa.oneil12@gmail.com

**Chief Executive Officer**

*Central Iowa Shelter & Services*

A proven leader, coach, mentor, facilitator and trainer with management skills, networking capabilities, and a passion and dedication for working with people of all ages, races, and nationalities.

Demonstrated success record in:

 **Motivating staff** to peak performance levels.

 **Successfully communicating ideas and strategies** within the community.

 **Ability to create** new and exciting programs that appeal to a wide range of human development needs.

 **Implementing strategies and solutions** to a wide range of issues in programming, team development,

accountability, and resource management.

 **Recruiting** staff with the highest level of integrity to teach the critical skills necessary to engage today’s multi-generational population.

**CORE COMPETENCIES**

* Networking
* Public Relations
* Coaching
* Self-Efficacy (Confidence)
* Verbal & Written Communication
* Staff Development
* Systems Thinking
* Emotional and Social Intelligence
* Resource Management
* Accountability
* Public Speaking

**PROFESSIONAL EXPEREINCE**

**Central Iowa Shelter & Service February 2016 - Present**

***Chief Executive Officer***

**Iowa Jobs for America’s Graduates August 2013 – February 2016**

***Vice President***

* Direct Supervision to three Program Managers and oversight of 44 Educational Specialist across the state of Iowa and Illinois - serving a total of 2,100 student during the 2015-16 school year.
* Coordinate weekly team meetings, leadership team quarterly retreats, and yearly planning meetings for all staff.
* Established a process of continuous improvement; including a feedback loop from Educational Specialist, Board Members, Donors, school officials, and Program Managers.
* Reviewed and Analyze data on a consistent basis to drive program performance, decision making and accountability. Demonstrating a return on investment to stakeholders and compliance with federal, state and local level requirements.
* Reported to JAG National organization on the performance outcomes, progress report measures, model services (case notes), further education rate, job placements, and scholarships.
* Reached the JAG National Benchmark of ‘5 of 5’ for two consecutive years for the first time in the programs 16-year history. Includes a 94% Graduation rate and 84% Positive outcome for youth with a high number of barriers towards high school graduation.
* Developed and sustained relationships with 100 + stakeholders; including Federal, State, County and City government, private sector donors, school districts, community colleges and anonymous donors.
* Coordinated Community volunteers and stakeholders, employer engagement, and public relations in 17 different communities across Iowa and Illinois.
* Provide presentations at conferences highlighting the need for services and to engage more community partners with the iJAG program.
* Developed Work-based Learning modular including; a mentorship program, job shadows, company tours, and teacher externships for students and staff. Coordinated these activities with stakeholders and government programs like Iowa Workforces Development.
* Built relationships with community members to build the confidence and connection of STEM (Science Technology Engineering and Math) in the iJAG classrooms.
* Oversaw all of the Program Budget; including statewide events, in and out of state training; vehicle maintenance, human resource management, marketing materials, and staff salaries.
* Coordinated efforts between Program Mangers and the hiring of Educational Specialist in a joint effort with the local schools. Revitalized the hiring process from scratch to ensure the right people were being hired for the right positions on the team.
* Designed a process for documenting student and staff records to maintain accurate student files, site trendline data, and staffing files that included a performance management review process.
* Attended all Board Meetings and lead the Program Committee on the iJAG Board of Directors – specific to the innovation, training, strategic planning, and fidelity of the JAG National Curriculum.
* Developed a monthly newsletter for internal communication with staff and work in conjunction with the CEO’s Executive Assistant to deliver a quarterly newsletter to stakeholders.

**Iowa State University Extension, Polk County – Altoona, IA Jan. 2007 – August 2013**

***Challenge Course Coordinator***

* Provide leadership and direction to the Adventure Learning Center Program.
* Provide direct and indirect supervision to a staff of 15 part-time employees and one full time.
* Develop community partnerships to share staffing needs and fulfill program requirements
* Increased program participation by 300% or 2,000 participants the first three years
* Facilitate programming for over 5,000 participants annually and an average of 1,000 hours
* Create and implement adventure education programs for adult and youth located in Central Iowa.

Including corporations, other non-profits, Kindergarten through college school groups, government agencies like Iowa Workforce Development.

* Manage, inspect, build, and train on two low- and high- challenge course in the Des Moines metro area.
* Develop policy and procedure manuals for programming on challenge courses.
* Maintain and develop business partnerships; including networking with local investors, political figures, school administrators and Iowa State University Extension.
* Researched and implemented an evaluation tool for all programs based on Self-efficacy (Confidence).
* Manage annual Adventure Learning Center budget, including grant writing and reporting.
* Challenge Course Level II Certification
* Served on Iowa State University Search Committees for new hires
* Director of the Iowa Experiential Education Symposium –facilitating ‘Open Space Technology’
* Maintain 11 acres of leased property from Living History Farms – including, running small All-terrain vehicles, chain saws, lawn mowers, and tractors.
* Build low and portable challenge activities for continual improvement of tools and resources
* Participated in monthly board meetings and provided quarterly reports to the board.

**Association of Challenge Course Technology (ACCT) 2010-2014**

***Consensus Group***

* Reviewed recommended standards proposed by ACCT Standards writing Committees and made changes to the proposed standards.
* Voting on approval of American National Standards Institute for Challenges Course and Zip Lining
* Complying with policy and procedures for interpretations of the standards developed by the Consensus Group
* Responding to requests for interpretations of the standard(s) developed by the Consensus group

**Indiana University of Pennsylvania – Indiana, PA August 2003 – June 2006**

***Assistant Women’s Basketball Coach***

* Monitored and oversaw all academic performance of 15 student-athletes; including academic progress study table, NCAA progress reports, academic learning center tutors, meetings with professors and advisors, and class checks.
* Assistant Director of the Nell Jack Golf outing to support women’s athletic scholarships – which included set-up and tear down, registration, sponsorship donations, raffle ticket sales, and event management.
* Developed and managed student-athlete recruiting database, keeping files confidential and update with the head coaches needs.
* Established relationships with administration, faculty, community members, and alumni
* Plan, organized and managed travel accommodations for team and coaches.
* Founder and Director of the Susan G. Komen Shoot for the Cure basketball tournament, silent auction and fundraising campaign for the Komen Foundation and University.
* Coordinated the athletic departments involvement in the American Cancer Society Relay for Life Event
* Helped players implement community service learning projects
* Built and maintained relationships with alumni, stakeholders, and school officials.

**Syracuse University – Syracuse, NY July 2001 – June 2003**

***Graduate Assistant Women’s Basketball Coach***

* Oversaw all women’s basketball student-athlete academic progress (15 people), including study table, NCAA progress reports, tutors, meetings with professors and advisors, and class checks.
* Organized community service projects for players and team
* Built relationships with faculty members and administrators

**EDUCATION**

**Coaches Training Institute**

***Co-Active Coach, December 2012 (207 hours)***

**Syracuse University, S.I. Newhouse School of Communication**

***Master of Arts Advertising, June 2003***

**Honors:** Dean’s List 2001-2003

Graduated Magnum Cum Laude

**Activities:** Graduate Assistant Women’s Basketball

**Clarion University of Pennsylvania**

***Bachelors of Science Communication, May 2001***

**Major:** Communication

**Minor:** Psychology

**Honors:** All-American Track and Field

Pennsylvania State Athletic System First team track and Field - Four (4) years

Pennsylvania State Athletic System All-Conference Women’s Basketball – Four (4) years

**Activities:** Four (4) Year Varsity Basketball

Four (4) Year Varsity Track and Field

Four (4) Year Student Athlete Advisory Committee President in 2001

One (1) Presidential Student Advisory Committee

**ADDITIONAL TRAININGS**

 2013 Process Communication Model, Next Element Consulting, Inc. (24 hours)

 2012 Ronald Reagan Presidential Leadership Program, Farmers Insurance (48 hours)

 2012 Innovative Team, Leahy & Associates, Inc. (30 hours)

 2011 Inspiring Greater Performance, Next Element Consulting, Inc. (2 hours)

 2012 Facilitated Build High Challenge Course, Leahy & Associates, Inc.

 2010 Elements of Choice, Leahy & Associates, Inc. (8 hours)

 2009 Facilitating Self-Efficacy, Next Element Consulting, Inc. (16 hours)

 2008 Facilitated Build Low Challenge Course, Leahy & Associates, Inc. (36 hours)

 2008 Critical Skills for Safety, Leahy & Associates, Inc. (40 hours)

 2007 Low & High Challenge Course Training, ABEE, Inc. (40 hours)