

# MELISSA A. O'NEIL, M.A.

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## Chief Executive Officer

*Central Iowa Shelter & Services*

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

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## PROFESSIONAL EXPERIENCE

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**Central Iowa Shelter & Service**  
*Chief Executive Officer*

**February 2016 - Present**

**Iowa Jobs for America's Graduates**  
*Vice President*

**August 2013 – February 2016**

- 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 Managers 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 trend line 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

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**EDUCATION**

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**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

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### **ADDITIONAL TRAININGS**

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- 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)