

# Melissa Bisogno

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## **CAREER OBJECTIVE:**

Actively seeking an opportunity for a challenging career in a fast paced Management position while contributing in a motivational, positive and competitive environment.

## **QUALIFICATIONS SUMMARY:**

Achieved over fifteen years of Management and Administrative Professional experience serving both internal and external customers. Personable and friendly with the ability to communicate effectively with all levels of an organization. Continually recognized for the ability to cultivate solid business relationships and achieve results by enlisting willing cooperation of others. Constantly display the ability to quickly adapt to new ideas and changes, enjoying a fast pace and variety. Consistently identified as the person able to conquer tasks that others thought were impossible. Responsible for building team morale and enabling others to meet or exceed corporate objectives. Areas of expertise include:

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Project Management Leadership	Scheduling and Reporting	Budget Forecast and Cost Analysis
Requirements Management	Risk Analysis	Customer Account Management
Vendor Management	Process Development and Re-engineering	Data Integrity Management
Multi-unit Restaurant Management	New Restaurant Openings	Event Planning
Corporate Training	Sales and Administration	Employee Relations
Marketing & Advertising	Community Relations	Team Building

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## **PROFESSIONAL EXPERIENCE:**

**6/2012 – Current**

**Bartender / Server**

Responsible for daily bartending and serving responsibilities.

***BB's Grill/Ricco's Italian Bistro***

**4/2009 – 5/2014**

**Program Manager / Chief Amazement Officer**

Responsible for implementing business initiatives for multiple organizations under the Techcom umbrella to include business startup, day to day operations, Sales, Marketing, Training and Program Management.

- ♦ Timber Hills Lake Hunting and Fishing Facility: Entertainment Director responsible for managing the facility, entertaining guests, managing all food and beverage.
- ♦ Mapleton Café: Manager responsible for overseeing day to day operations, hiring and training staff, sales, marketing and catering events.
- ♦ School of Franchising: Training Coordinator responsible for developing online training programs utilizing Articulate Software and online Learning Management Systems for all Techcom Companies.
- ♦ Churn Creative: Chief Amazement Officer responsible for Sales, Marketing, Social Media and Account Management.
- ♦ Custom Foods: Project Manager responsible for organization, attending trade shows and assisting in Sales Initiatives and Fundraising Programs.
- ♦ Mr. Goodcents Franchise Systems: Assisted with process development, enhancement and Social Media initiatives.

***Techcom Worldwide/Affiliates***

**10/2006 – 3/2009**

**Project/Program Manager II**

Responsible for managing multi-million dollar projects to include planning, analysis, and implementation while keeping on track with scope schedule and cost.

- ♦ Project managed decommissions of affiliate network assets achieving \$900,000 in monthly recurring cost saving.
  - ♦ Fault management leader for customer effecting service outages.
  - ♦ Coordinated equipment analysis and installation in the field and network switches.
  - ♦ Led cross-functional team composed of Engineering, Site Management, Field Operations and Vendors to implement a network optimization plan resulting in \$15M annual and accrued cost savings.
  - ♦ Managed rapid response team which convened as needed when a "show-stopping" issue was identified during the implementation of next generation wireless service. Team would work 24x7 to resolution.
  - ♦ Represented Project Management Organization for the development and training of new college hires.
  - ♦ Trained on all department functions to include provisioning, translations, network management in a six month period.
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***Sprint Nextel***

- ◆ Supervised contractors to include delegation and follow up of assigned work.
- ◆ Created synergies during projects to reduce work load for all team members. Assisted in data integrity efforts by ensuring the proper databases were updated as activities were completed.
- ◆ Department point of contact for process flows and process optimizations.
- ◆ Served as the subject matter expert for network activities.

**4/2004 – 10/2006**

**Mr. Goodcents Franchise Systems**

**Corporate Trainer/Project Coordinator**

Corporate Trainer responsible for conducting internal and external training courses encompassing all aspects of small business operations.

- ◆ Executed in restaurant and classroom training for new franchisees and restaurant managers.
- ◆ Wrote and directed training DVD's to assist in employee training in all Mr. Goodcents restaurants.
- ◆ Responsible for creating and implementing training tools, manuals and planning tools.
- ◆ Created and executed marketing plans which directly resulted in increased sales and partner relations.
- ◆ Responsible for all corporate event planning to include business meetings, training seminars, and conventions.
- ◆ Created and executed system wide incentive programs for the restaurant employees.
- ◆ District Manager for company owned restaurants.
- ◆ Created and implemented catering programs at the corporate level and in the field resulting increased sales.
- ◆ Project Managed remodel and open of new restaurant achieving scope, schedule and cost.
- ◆ Project Management responsibilities to include Product Testing, Research and Development and Product Deployment.

**2/2001 – 4/2004**

**Sprint / HL Yoh**

**Project Manager**

Responsible for implementing high-priority projects across multiple groups and organizations.

- ◆ Developed and implemented matrix management across functional teams for projects in jeopardy.
- ◆ Ability to multi-task several team initiatives with productive team player approach.
- ◆ Created tools and managed responsible teams to install over 500 past due circuits.
- ◆ Drove projects from conflict to resolution creating order and structure.
- ◆ Troubleshoot and resolved issues for out of the box customer solutions or network integration.
- ◆ Responsible for coordinating all network activities across departments working with provisioning, translations and network operations teams.
- ◆ Responsible for documentation development, scheduling, troubleshooting, and participating during maintenance events.
- ◆ Trained Sales Delivery Coordinators across the country at various sales branches.
- ◆ Activities Director responsible for organizing team building events.

**EDUCATION:**

Baker University                      Bachelor of Science in Management  
 Baker University                      Associate of Arts in Business  
 Managing Projects in Organizations  
 Project Leadership, Management, and Communication

**SKILLS:**

Proficient in all Microsoft Office Applications to include: Word, Outlook, Visio, Excel, Project, Access and PowerPoint, Articulate Storyline Training Software, MICROS and Infoking POS, Type 70 WPM, Organized, Quick Learner, Must constantly have a challenge.

**COMMUNITY:**

Christmas in October, Salvation Army, Autism Committee Member, Mr. Goodcents Senior Foundation Volunteer, Ronald McDonald House Volunteer, United Way Volunteer, Participate in fund raising walks and various community events.