

# MELINDA RINGEL

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Results-driven operations and project management professional with 8+ years of experience leading cross-functional teams, optimizing workflows, and managing large-scale service delivery processes across multiple clients. Skilled in improving operational efficiency, driving cost savings, managing vendor relationships, and coordinating resource allocation to meet organizational goals. Adept at implementing data-driven solutions, tracking performance metrics, and leading teams to achieve service, quality, and budget targets in fast-paced environments.

## PROFESSIONAL EXPERIENCE

### E&J Services | Self-employed (04.2025-present)

Deliver essential, community-based services with care, accountability, and focus on client dignity.

- Assemble and install furniture and equipment using hand and power tools, following detailed instructions and ensuring proper functionality.
- Performed outdoor labor, including landscaping, yard cleanup, and debris removal in various weather conditions.
- Conducted basic repairs and maintenance tasks with a focus on safety, cleanliness, and efficiency.
- Maintained clean and organized work areas, aligning with industry standards for equipment care and facility upkeep.
- Adapted to a wide range of physical tasks and job requirements, demonstrating mechanical aptitude and problem-solving skills.
- Communicated with clients to assess needs and ensure satisfaction with completed work.

### Client Success Director | RNL (06.2021 – 10.2024)

Ruffalo Noel Levitz is a leading provider of technology-enabled solutions for fundraising, enrollment, and student success in higher education and nonprofit sectors.

- Oversaw day-to-day operations for a portfolio of six major university accounts, managing workflow, communications, and service delivery valued at \$2M+ annually.
- Streamlined operational processes and implemented project management tools to improve delivery efficiency and team collaboration.
- Managed budgets, vendor contracts, and project timelines to ensure on-time, cost-effective execution.
- Partnered with cross-functional teams (technology, data, marketing) to enhance system integration and operational performance.
- Directed data collection and reporting processes to monitor KPIs, evaluate performance, and drive process improvements.
- Developed and implemented scalable client onboarding and operational procedures, reducing setup time and error rates.

### Engagement Center Manager and Trainer | RNL (02.2016 – 06.2021)

- Managed HR and daily operations for a 40+ member workforce, overseeing scheduling, resource allocation, and workflow optimization to meet productivity goals.
- Led training and performance management programs that increased output efficiency and reduced operational errors.
- Administered budgets and ensured compliance with company policies related to finance, HR, and data management.
- Coordinated logistics and technology systems supporting large-scale engagement campaigns for multiple client organizations.

- Implemented process improvements that reduced turnaround times and improved service consistency across engagement centers.
- Recognized as RNL Engagement Center Manager of the Year (2019) for excellence in operational management and team leadership.

## **EDUCATION AND PROFESSIONAL DEVELOPMENT**

**BACHELOR OF SCIENCE BIOLOGY**, University of West Florida, Pensacola, FL 08.2015

RNL AI in Higher Education Online Course Certification, 2024

RNL Engagement Center Manager of the Year, 2019

## **CORE COMPETENCIES**

Project Management | Operations Management | Time Management | Problem-Solving | Cross-Functional Leadership | Resource Planning | Process Optimization | Budget Oversight | Technology Coordination & Support | Performance Metrics | Sensitive Data Management | Statistical Analysis | Fundraising Management | Continuous Improvement | HRIS Tools (Paycom, WorkBright, SAP Concur)

## **TECHNICAL SKILLS**

ServiceNow | Microsoft Office Suite (Teams, SharePoint, OneDrive, Outlook, Word, Excel, PowerPoint) | RNL Engage | Workamajig | Google Suite | Power BI | Adobe Suite | Mongoose | SaaS | ThankView | SmartData | Unite | MicroStrategy | ServiceDesk | Call Center Resources | EcoGen | Paycom | WorkBright | SAP Concur