

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