

# Melanie J. Waddell

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## PROFESSIONAL EXPERIENCE

### **Town of Rockport**

#### **Assistant Town Clerk**

- Act as Town Clerk in her absence and assumes all statutory responsibilities of the office.
- Provide customer service to constituents, public officials, department heads and staff by answering questions and making referrals.
- Assist in the administration and operation of all election activities.
- Receive, record and permanently index vital records.
- Conduct the annual town census and preparation of the street listing.
- Assist in the preparation for Town Meetings; attend Town Meetings and prepare minutes and certification of votes taken of each Town Meeting article.
- Implemented online dog registration / payment system.
- Manager of social media page.

### **Gove and Feldman Insurance**

#### **Personal Lines Account Manager – Rockport, MA**

- Provided exceptional front line customer service to walk-in, new and existing clients.
- Rated, quoted and bound coverage for new and renewal business.
- Billing of premiums and processing of payments.
- Reviewed and processed applications, renewal requests, policies, and endorsements for accuracy.
- Discussed and reviewed insurance needs and policies with potential and current customers.

### **The Urchin Exchange (Women's and Children's Consignment Boutique)**

#### **Owner – Gloucester, MA**

- Planned, opened and responsible for all daily operations of start-up consignment boutique.
- Effectively managed all merchandise and consignment tracking through computerized POS system.
- Created and implemented marketing plans, store strategies and concepts to build sales.
- Building of strong client base through effective promotional marketing and outstanding customer service.
- Created store displays, print work and managed multi-media advertising.

### **Private Family**

#### **Family/Personal Assistant – New York, NY**

- Full-time assistant for household with two children.
- Liaison with housekeeping staff and all vendors for maintenance of household.
- Run errands, personal shopping and satisfy any other daily needs as Personal Assistant.

### **Polo Ralph Lauren – Lyndhurst, NJ**

#### **Assistant Buyer - Men's Bottoms and Sport Coats – Factory Outlets of America (FOA)**

- Held bottom line financial accountability for portion of \$72 Million dollar business.
- Adapted and executed recommended growth opportunities and key item strategies into assortment.
- Partnered with Planning and Allocation to develop monthly forecasts to determine allocations that would maximize business.
- Completed general analysis: Markdowns, Quarterly Strategy sheets, color and size analysis.
- Negotiated with vendors on all costing, discounts and delivery.

**EDUCATION** Southern New Hampshire University  
Bachelor of Arts – General Studies, Political Science concentration  
*summe cum laude*

## PROFESSIONAL AFFILIATIONS

North Shore City and Town Clerks Association  
Massachusetts Town Clerks Association  
Justice of the Peace / Notary Public

New England Association of City and Town Clerks  
International Institute of Municipal Clerks