

Melissa J. Howe

Education:

Bachelor of Science, Mathematics – Operations Research; June 2000

University of North Carolina at Wilmington

Computer Science Minor

Summary of Qualifications:

- Strong problem solving skills and experience in many business areas from computer database support to customer service.
- Proven ability to successfully meet deadlines and exceed expectations.
- Works well independently or with others based on the needs of given tasks

WORK EXPERIENCE:

Dental Needs Center

Assistant Office Manager Wilmington, NC March 1998 – Present

- Planned and conducted area meetings to ensure all associates were directed towards common goals and all corporate procedures were followed.
- Motivated staff to achieve goals through training, evaluation of performance, and maintaining accountability.
- Provided computer support for employees.
- Facilitated good team relations through teambuilding activities and daily procedures.

Customer Service Rep. Wilmington, NC May 1996 – March 1998

- Performed general office duties including answering multi-line phones and filing.
- Solved customer challenges.
- Conducted follow-up on customer complaints to meet customer expectations.
- Gained data entry experience using in house database system.

Massage Therapy Central

Clerical Assistant Wellsville, OH August 1992 – May 1996

- Assisted in all areas of patient accounts including filing, research, and claim submission.
- Responsible for preparation, distribution, and collection of mail for all departments.

COMPUTER EXPERIENCE: Windows, C, C++, MS Access, MS Word, MS Excel, MS PowerPoint, MS FrontPage, Internet Research, Electronic Mail

References available upon request

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OBJECTIVE:

To secure a statistician position with the federal government

EDUCATION

Bachelor of Science (May 2001)

Major: **Applied Mathematics** Minor: **Statistics**

GPA: 3.0/4.0 (major)

Honors Thesis: Non-Dispersive Wave Phenomena

RELEVANT EXPERIENCE

Mathematics Tutor; September 1999 - May 2000

Learning Center; The University of North Carolina at Wilmington

- Tutored students in mathematics ranging from Algebra I to College Calculus
- Contributed an additional 100 hours of tutoring as a volunteer
- Consistently recognized for my ability to explain complex mathematical concepts

President, Mathematics and Computer Science Club

The University of North Carolina at Wilmington

- Organized and coordinated guest speakers to talk about employment in the field of mathematics
- Facilitated group meetings
- Increased student participation by 50%

COMPUTER EXPERIENCE

Operating Systems:

- UNIX, MS-DOS, WINDOWS-NT, Windows 95

Languages:

- JAVA, C, Maple, Matlab

Software Applications:

- Base SAS, SAS/STAT, JMP in, Mathcad, Maple V, Microsoft Word, Excel, and Power Point

RELEVANT COURSE WORK

Statistics

Numerical Analysis

Chaos Theory

Number Theory

Logic

Partial Differential Equations

Computer Programming

Physics