Melody Stanley

Operations and Administrative Professional

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Operations and administrative professional with 8+ years of management experience leading teams, coordinating multi-location operations, and improving day-to-day business processes. Experienced in staff scheduling, hiring and onboarding, records and reporting, vendor coordination, inventory management, financial controls, and customer service. Skilled at developing organized systems, solving operational problems, and managing competing priorities in fast-paced environments.

CORE COMPETENCIES

Operations: Multi-Location Operations, Process Improvement, Workflow Coordination, Inventory Management, Vendor Relations
Administrative: Administrative Support, Records Management, Reporting, Scheduling, Documentation, Microsoft 365, Google Workspace
Leadership: Team Leadership, Hiring & Interviewing, Employee Onboarding, Training, Performance Management, Staff Development
Customer & Business Support: Customer Service, Customer Issue Resolution, Cash Management, Labor Monitoring, Sales Reporting

PROFESSIONAL EXPERIENCE

Operations Manager • *Nothing Bundt Cakes, Hoover, AL* **06/2016 - 07/2024**

- Directed daily operations for two locations and approximately 30 employees, supervising assistant managers, shift leads, and team members across multiple functional areas.
- Managed recruiting, hiring, onboarding, training, performance reviews, coaching, and disciplinary action; personally hired and trained 20+ employees.
- Developed an employee training system with original training guides, operational checklists, and standardized procedures to improve consistency and employee readiness.
- Created schedules for two locations, monitored labor hours and staffing needs, and managed overtime to maintain appropriate coverage while supporting labor goals.
- Oversaw cash controls, bank deposits, change requests, event reconciliations, sales, labor, and customer satisfaction reporting.
- Managed purchasing and inventory, developed par-level baking and ordering systems, monitored supply levels, and maintained direct vendor relationships.
- Served as the primary escalation point for customer concerns, independently resolving complaints, processing refunds, and addressing service issues.
- Supported new-store openings through operational setup, retail organization, and cross-functional employee training; coordinated peak holiday operations exceeding 200 pre-orders.

Kitchen Manager • *Sumatanga Camp and Conference Center, Gallant, AL* **05/2014 - 05/2016**

- Supervised 10 employees, delegated daily assignments, coordinated workflow, and maintained operational and food-safety standards.
- Managed inventory, ordering, and meal-service coordination for 30+ guests while accommodating individual dietary requirements.

Front Desk Manager • *Country Inn and Suites, Norman, OK* **05/2012 - 06/2014**

- Managed front desk operations and supported recruitment, onboarding, training, and scheduling for approximately 20 employees.
- Maintained records and documentation, coordinated customer requests, and resolved escalated guest concerns while contributing to a 98% positive guest experience rating.

Administrative Assistant • *Sumatanga Camp and Conference Center, Gallant, AL* **05/2010 - 05/2012**

- Provided administrative and front desk support including phone and visitor assistance, correspondence, filing, scheduling, data entry, and records management.
- Maintained accurate, organized documentation and supported day-to-day office communication and operations.

EDUCATION

Bachelor of Arts (B.A.), Graphic Design and Media Arts • *Southern New Hampshire University, Virtual* **Expected 05/2027**
Concentration: User Experience Design | GPA: 3.9 | NSLS Inducted Member, 2025

Associate of Applied Science (A.A.S.), Business Management • *Art Institutes, Chicago, IL* **05/2014**