

Olivia Melly

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SUMMARY

Customer focused professional with experience in leadership, communication, and handling multiple tasks in fast paced environments. Skilled in problem solving, attention to detail, multitasking, and managing competing priorities while maintaining efficient workflows. Committed to contributing to collaborative teams and delivering high quality results.

SKILLS

Communication | Attention to Detail | Customer Service | Organization | Self - motivated | Adaptability | Task Management

EDUCATION

University of New Haven | West Haven, CT | May 2025

Bachelor of Arts in Psychology, Minor in Criminal Justice

Concentration: Forensic Psychology

Study Abroad, Prato, Italy | Fall 2023

WORK EXPERIENCES

Panera Bread | Denville, NJ | April 2021 - July 2026

Team Lead

- Delivered personalized customer service, resolved concerns, and communicated effective solutions in a fast-paced environment
- Trained and guided new team members while clearly communicating procedures, expectations, and workflows
- Managed multiple priorities while maintaining accuracy, efficiency, and strong service standards

Cream & Sugar Coffee Shop | Randolph, NJ | March 2026 - June 2026

Barista

- Provided efficient customer service by answering questions and addressing customer needs
- Managed transactions accurately while balancing multiple responsibilities in a fast paced environment
- Maintained organized workflows through inventory restocking, store opening/closing, and daily operations

Ulbrich Boys' and Girls' Club | Wallingford, CT | January 2025 - May 2025

Intern (120 hours)

- Mentored approximately 80 children while adapting communication and support to individual needs
- Provided tutoring and academic support by explaining information clearly and effectively
- Collaborated with staff to support children's academic, personal, and social development

Denville Township Police Department | Denville, NJ | July 2024 - August 2024

Intern

- Managed confidential records and performed accurate data entry into internal systems
- Processed and organized documents, including expungement records, ensuring compliance with procedures
- Assisted with administrative tasks, including logging reports and maintaining organized files

Plato's Closet | Ledgewood, NJ | September 2019 - March 2020

Sales Associate

- Provided personalized customer assistance and communicated product information clearly
- Processed transactions accurately while maintaining attention to detail
- Supported inventory organization and visual presentation to maintain an efficient environment

Leadership | Linden, NJ | July 2022

Team Lead

- Assisted with operational setup and implementation of procedures for a new café opening
- Trained and guided new employees while clearly communicating processes and expectations
- Collaborated with team members to establish efficient workflows and support a successful opening