

# Melissa Bart-Plange



## EXECUTIVE SUMMARY

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Detail-oriented and results driven professional with a proven track record of managing multiple projects in a fast-paced environment. In my current role, I specialize in in procurement RFX phase Purchase & Requisition through Negotiation & Contract. However, my experience extends beyond these processes to encompass various aspects of procurement. I serve as a valuable resource for multiple teams within the organization, guiding them in securing contracts for goods and services. I am passionate about contributing to the formation of a cohesive team and actively work towards achieving both team and business objectives.

## LEADERSHIP SKILLS

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- Teamwork & Adaptability
- Change Management
- Goal Setting
- Skilled Multitasking
- Results Oriented
- Critical Thinking
- Communication Relationship Building
- Performance Management
- Adaptable
- Business Process Management
- Coaching and Mentoring
- Conflict Resolution

## PROFESSIONAL EXPERIENCE

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### Everi Holding Inc

Las Vegas, NV

*Financial Contracts Specialist Lead I*

2019 - Present

- Collaborate with Sales to collect financial and contractual information and utilize Salesforce data to create accurate customer quotes and contracts.
- Participates in the development, implementation, and revision of contracting policies, procedures, and strategies for the department.
- Analyze, asses, and make decisions on internal and/or vendor request for deviations from standard contract language ensuring alignment with established guidelines.

- Formulate and administer complex, integrated, high-value contractual agreements, ensuring all terms and conditions are properly addressed.
- Oversee the contract workflow process, ensuring timely internal approvals from sales, accounting, and legal departments.
- Resolve contract discrepancies between involved parties employing internal policies and sound business judgment.
- Identify and mitigate potential contractual risks, ensuring compliance with legal and regulatory standards, including industry-specific regulations.
- Coordinate and manage projects for the Financial Contracts team, collaborating closely with cross-functional departments to streamline process and gather necessary information for the accurate execution of contracts.

### **Wyndham Vacation Ownership**

Las Vegas, NV

#### *Team Lead Collections*

2016 - 2019

- Identified and capitalized on opportunities for coaching and performance improvement among associates, fostering a high-performing team.
- Collaborated closely with supervisors and managers to align daily department goals and strategies, contributing to the achievement of operational objectives.
- Conducted thorough research and effectively resolved both internal and external complaints, maintaining a focus on customer satisfaction and issue resolution.
- Assessed owner's payment history to ensure accurate adjustments, meticulously reviewing financial records to uphold compliance standards.
- Proactively troubleshooted and managed technology issues, ensuring smooth procurement processes and minimizing disruptions.
- Evaluated, updated and organized organizational policies, practices and procedures to streamline procurement operations and enhance efficiency.
- Coordinated with internal business partners to organize career fairs and conducted interviews to identify and attract top-tier candidates.

### **Wyndham Vacation Ownership**

Las Vegas, NV

#### *Owner Communications*

2015-2016

- Conducted comprehensive reviews and updates of existing documentation, implementing innovative methods to enhance documentation practices.
- Compiled, analyzed and updated information from diverse sources on a daily basis, leveraging data to generate insightful reports and identify significant trends.
- Creating and updating reports using a variety of techniques; developing and maintaining macro programs and data queries.
- Employed various techniques to create and update reports, including the development and management of macro programs and data queries.

- Collaborated with managers in identifying departmental inconsistencies and areas of concern, contributing valuable insights to drive process improvements.
- Efficiently coordinated testing for mailing and other assigned projects, ensuring successful execution and timely completion.

**Wyndham Vacation Ownership**

Las Vegas, NV

*Account Servicing*

2014-2015

- Conduct thorough reviews and analysis of owners’ point usage, comparing it to new point usage, ensuring accuracy in accordance with guidelines.
- Address a wide range of requests and inquiries from both internal and external customers promptly and effectively.
- Monitor and audit opened and closed requests, ensuring adherence to established protocols.
- Efficiently manage multiple dashboards to ensure daily compliance with the required standards.

**EDUCATION/CERTIFICATES**

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**CompTIA Project+ Certified Professional**

Las Vegas, NV

*Certificate demonstrating the ability to initiate, manage and support a project or business initiative*

**Western Governors University**

Las Vegas, NV

*Bachelors in Business Management*

*Expected graduation September 2023*

**Mojave High School**

Las Vegas, NV

*High School Diploma*