

# Mellinda “Mel” G. Hansen-Holloway, EdD, MRE, THM

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(919)308-8295

*Consultant, Educator, Artisan, and Social Justice Advocate*

## RESUME

### Relevant Work History

Owner, Consultant, Educator & Artisan. *Hansen-Holloway Consulting/Cercle De La Croix, Saxapahaw, NC* (1992-present).

Services included: planning and leading events and retreats, social justice intervention, business administration and public speaking. Also provided start-up documentation for non-profits and small businesses, business needs assessment, business plan creation, community research and outreach, budget creation, grant writing, and fund raising. Human resource services included: staff and executive search and hiring, member and volunteer recruiting, staff and volunteer assessment, training and management, and creating and teaching online courses. Also created original arts and crafts including business logos, print and online marketing.

Customer Service Manager & Overnight ICS. *Wal-Mart, Inc., Store # 5346, Mebane, NC* (Dec 2009 - present).

As an Overnight Customer Service Manager, I was one of three or four managers present overnight in the store, and shared the responsibility for managing the overnight team, including interviewing, training, coaching, promoting and dismissing associates as necessary. Managed the store front-end and was responsible for managing front-end staff, oversight of cleaning front-end, returning merchandise to the floor, restocking front-end and insuring parking lot was cleared of shopping carts. Nightly duties also included: resetting cash tills on 45 registers, providing change, auditing cash registers nightly, and handling customer service concerns. I helped to ensure safe and efficient check out experiences for customers during major sales including the 2010 & 2011 Big Event on Black Friday and the 2009, 2010 & 2011 Week Before Christmas Sale.

Professor of Christian Education. *Apex School of Theology, Durham, NC* (Jan.1999-Aug. 2005, May 2011- present).

Taught undergraduate and graduate level courses to second career, minority students at accredited independent, non-denominational seminary. Courses were taught both on campus and on-line using blackboard technology. Teaching duties included: creating original curriculum, assessing student work, mentoring and advising students. Also participated on the faculty senate and was instrumental in developing curriculum and degree paradigms for Associate of Christian Education, Bachelors of Theology, Master of Divinity, and Master of Christian Education. Created basis for continuing education and adult education programs for local clergy. Instrumental in creating an online presence for the school by developing and maintaining the original web page and content for four years. Initiated several fundraising activities and promoted the school through guest speaking opportunities, telethons, and television promotions. Received *Apex School of Theology President's Honor for Teaching Excellence*, Apex School of Theology, Durham, NC (2006).

Volunteer Editor and Writer of *The Monthly Mosaic, The Mosaic Rural Wellness Center, Inc* (2005-2007). Was responsible for the monthly periodical covering events of the Mosaic Rural Wellness Center, Inc. and the surrounding community. Duties included selling advertising, recruiting contributors, collecting community event notices, writing occasional feature articles, layout and

publication, and decimation of finished publication to local business and uploading to member access webpage. Publication created using Microsoft Publisher.

Resource Team Member at IBM, Inc. *Whitcom International, Inc. Durham, NC* (2003-2005).

Supplied backup support handling contractor "hot spots" on site for the Spherion and Monarch at IBM. Responsibilities included office administration, administrating databases, planning corporate events and meetings with business partners and customers, coordinating national and international travel, reconciling travel expense accounts, offering administrative assistance to executives and managers, creating user documentation and training curriculum for new internal computer programs, and training both contractors and IBM employees.

Resource Team Member at IBM, Inc. *PCS, Inc. Durham, NC* (1998-2003).

Member of Spherion Resource Team. This was the same position as the Whitcom, Intl. position. Contract was sold to Whitcom by PCS in July of 2003.

Office Assistant. *Apple Reality, Durham, NC* (1997-1998).

Managed the office at Apple Reality, collected rent, provided primary office interface for tenants, marketed rental property, negotiated preliminary contracts, and pursued overdue accounts in small claims court. Property management duties included scheduling vendors for cleaning and repairing rental units, exit inspections and assessment of fines and deposit returns, and covering for Owner and Property Manager as emergency contact while they traveled.

### **Computer Programs**

Have working knowledge of Lotus, Microsoft, and Adobe computer programs, Blackboard and Whiteboard educational programs and NVivo. I am a quick study of new programs.

### **Education**

- *Doctorate of Education*, NC State University, Raleigh, NC. 3.462 GPA (Aug.1999-Dec. 2008). Dissertation focused on the relationship between vocational, professional and educational choices and the role of situated learning in the midst of on-the-job training.
- *Master of Theology* and *Master of Religious Education*, the Divinity School, Duke University, Durham, NC. 3.008 GPA (Aug, 1992-Dec. 1995). Thesis focused on use of art in religious education.
- *Bachelor of Arts*, College of Charleston, Charleston, SC. 3.301 GPA (Aug.1990-May 1992). Majored in Studio Art.
- *No degree*. Tyler School of Art, Temple University, Philadelphia, PA/ 3.09 GPA (Aug.1989-May 1990). Majored in Jewelry.
- *Associates of Fine Arts*, Brevard College, Brevard, NC. 3.578 GPA. (Aug.1987-May 1989). Majored in Sculpture.

### **Affiliations & Service**

Founder/Moderator Duke Divinity School Group on *Linkedin.com* (2007-present), Chair of Steering Committee of Lower Alamance Food Ministry (2011- present), The Triangle Networking Group (2007-present), The National Methodist Federation for Social Action (MFSA) (1996-present), Board of Directors of the Mosaic Rural Wellness Center, Inc.(2005-2007), and the NC United Methodist Annual Conference (2005-present).

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