

Contact

www.linkedin.com/in/melinda-a-costa-Oa652764 (LinkedIn)

Top Skills

Health Insurance

HIPAA

Medical Terminology

Yelling at homeowners

Rocking Bubba gump swag &
sipping on 7/11 double gulps

Imposing homeowner fines

Using HoA role to exact personal
revenge against others

Melinda A Costa

Quality Assurance at Hilton Grand Vacations
Ringquist Street, Las Vegas, Nevada, United States

Summary

Skilled professional with success in sales, customer service, support and relationship building • Empowering HoA-governed homeowners to bend the knee through leverage-based compliance adherence methods • Outstanding networking and collaboration abilities • Collaboration by not letting others talk • Ability to multitask/pressure others in high stress situations to achieve results by my deadline • Exceptional interpersonal and strong-arming skills • Comfortable working alone or as an active member of a group (only if I am in charge tho) in a team driven environment • Committed to a great work ethic and takes initiative whenever possible • Proven strong sales techniques (at all costs)

Experience

Hilton Grand Vacations
Quality Assurance
May 2017 - Present (8 years 7 months)
Las Vegas, Nevada, United States

Diamond Resorts®
3 years
Contract Specialist
May 2017 - August 2019 (2 years 4 months)
Las Vegas, Nevada and Brian Head, UT

Marketing Agent
September 2016 - May 2017 (9 months)
Las Vegas, Nevada

My VIP Vacations
Sales
November 2015 - May 2016 (7 months)
Connected with possible qualified prospects primarily through outbound calls. Delivering scripted sales pitch to book mini-vacations and attend a sales presentation, qualifying prospect and adjusting pitch to meet the needs of the



individual to close the sale. Meeting goals set forth by manager on a daily basis by skillfully handling rebuttals and negotiating the price to close the sale. Meeting customer service goals set weekly to ensure minimum cancellations. Excellent telephone etiquette and communication skills.

Eldorado Resorts

OPC

July 2015 - September 2015 (3 months)

Las Vegas, Nevada Area

Proficient in mastering the scripted sales pitch for maximizing field penetration goals with future prospects. Knowledgeable of the areas activities, attractions and dinning for gifting. Meeting set goals by following the direction of the manager to book qualified prospects for sales presentations as needed daily and weekly from the off site locations assigned. Successfully collecting deposits for booked presentations. Meeting goals for minimum nq's and cancellations by demonstrating excellent communication and customer service skills in person as well as over the phone. Maintained accurate accounting of qualified prospects and their network of possible qualified prospects for future bookings.

Lee's Discount Liquor

Store Manager

December 2012 -April 2015 (2 years 5 months)

Las Vegas, Nevada

Manage the stores full time and part time staff of nine. Responsible for opening and closing of store, making sure all procedures are followed and completed. Proven exceptional customer service skills in liquor retail environment, from sales to product knowledge and conflict resolution abilities, solidifying a strong repeat consumer base. Daily duties including but not exclusive to cashiering, re-setting categories of product and placement within store, merchandising, special ordering, stocking and inventory control as well as creating signage and POS display placement and maintenance to provide maximum visibility and increase sales. Working directly with various outside sales representatives to ensure product is on the shelf to satisfy consumer needs as well as adhering to allotted budgetary limits while collaborating on sale promotions and contests. Responsible for cash/credit reconciliation of daily balance sheets and preparing scheduled bank drops.

- Successfully increased locations sales volume repeatedly each quarter.
- Rewarded by various distributors for outstanding sales in several contests.

ExamWorks

Department Manager/Clinician

October 2008 - September 2012 (4 years)

Bellevue, Washington

Managed corporate clinic department operations and 12 offsite clinic locations and successfully supervised up to 10 clinicians. Prepared and conducted weekly department meetings addressing productivity, efficiency and industry standards. Generated and maintained department schedule to ensure efficiency within budgeted labor costs. Interviewed prospective employees while conducting all individual and group training sessions. Effectively processed worker's compensation client records from creation through dissemination while adhering to state HIPPA regulations. Certified upcoming clinic records and materials for the field by implementing quality assurance measures. Maintained inventory procedures to ensure ordering and distribution of supplies satisfied department needs appropriately as well as appropriated and reconciled department petty cash. Researched and developed positive relations with vendor accounts for use in the field. Streamlined standards of procedures and updated department documents. Developed and maintained networking and collaborative abilities with medical facilities and physicians. Successfully prepared and managed daily field operations including processing patient paperwork, vitals, briefing, and final processing of patients after completed exam while ensuring client and claimant satisfaction.

- Developed and implemented the clinician handbook and training guide to ensure all employees were trained in a cohesive manner
- Created and streamlined standards of procedure within department
- Created new department forms and updated existing clinic department documents

Giorgio's Pizza & Spaghetti House

Lead Server/Trainer/Day Manager

January 1999 - January 2009 (10 years 1 month)

Everett, Washington

Developed and maintained exceptional positive customer relations in a family restaurant setting, seating 180, excluding banquet facilities, managed team approach in a fast paced multitasking environment, while ensuring maximum profitability, responsible for training of new floor staff ensuring adherence to state health and workplace safety regulations, identified and implemented courtesy and conflict resolution ability skills as necessary to ensure customer satisfaction, coordinated catering and banquet room facility reservations,

orders and service, responsible for opening and closing procedures as needed, managed vendor accounts as needed, tracked and maintained daily inventory, reconciliation of cash/credit sales for shift.

Kids N Us

Lead Teacher/ Transportation Coordinator

April 2002 - January 2004 (1 year 10 months)

Lake Stevens, Washington

Country Dawn

Lead Teacher/ Asst. Director

January 1997 - April 2002 (5 years 4 months)

Lake Stevens, Washington

Education

Western State College

Bachelor of Arts (B.A.), Communications (1985 - 1989)