

# Melissa Balino, MPA

## Full Stack Developer



[MBalino.DevSolutions@outlook.com](mailto:MBalino.DevSolutions@outlook.com)

Greater Kansas City Metropolitan Area

913-952-7225

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### TECHNICAL AND PROFESSIONAL SKILLS

**Front End:** HTML5, JavaScript, jQuery, jQueryUI, CSS3, Responsive/Mobile Web Development, Bootstrap, ReactJS

**Middle Tier:** C#, .NET Core MVC, LINQ, EF, Razor Pages

**Back End:** ADO.NET, SQL, SQL Server

**Tools:** Azure Data Studio, Visual Studio, Visual Studio Code, SSMS, Git Bash

**Professional Skills:** Troubleshooting, Critical Thinking, Communication, Project Management Fundamentals, Teamwork, Pair Programming

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### INDEPENDENT DEVELOPMENT PROJECTS

- **Personal Site:** [www.MelissaBalino.com](http://www.MelissaBalino.com)
- **StoreFront:** Created a secure application for managing product data. Application is built to simulate an online store front with a shopping cart. Administrators have the ability to manage product, category and vendor data.
- **S.A.T. Scheduling Administration Tool:** Created a secure application for managing product data. Application is built to simulate an online class scheduling system. Administrators will have the ability to manage students, courses, scheduled classes, and enrollments.

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### TECHNICAL TRAINING

**Full Stack Coding Program, Centriq**

Anticipated Graduation 10/2023

*Core Competencies:*

- .NET Core MVC Framework
- Troubleshooting & Debugging
- Source Control
- Agile/Scrum (Created Team Project)
- Website Deployment
- Pair Programming
- Code Review

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### EDUCATION

**Master of Public Administration**

Graduated 12/2018

**Emphasis: Healthcare Management**

University of Missouri- Kansas City

**Bachelor of Health Sciences**

Graduated 05/2016

University of Missouri-Kansas City

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## **PROFESSIONAL EXPERIENCE**

### **Benefits Administrator (40 hrs/week)**

05/2021 – 02/2023

City of Independence, MO

- Daily administration and oversight of the City's Total Rewards program supporting 2,000+ active employees' and retirees' benefits (health, dental, vision, LTD, life, section 125 plans, COBRA, retirement, deferred compensation, EAP, and voluntary benefits) and administration of the Family Medical Leave Act (FMLA) program for the City.
- Main point-of-contact for troubleshooting HRIS issues as pertaining to benefits/payroll.
- Interacted with vendors, insurance providers, employees, and retirees regarding benefit plan interpretation, eligibility, changes, enrollments, and plan design matters.
- Awarded Employee of the Month (July 2021).

### **Human Resources Generalist (40 hrs/week)**

09/2019 – 05/2021

City of Independence, MO

- Daily administration and operation of the City's recruitment and full-cycle hiring processes.
- Administered and facilitated all steps of the recruitment process including:
  - Reviewing job descriptions and distributing job postings
  - Utilizing the HRIS system to enter, update, and retrieve information
  - Corresponding with hiring managers and internal/external candidates
  - Conducting pre-employment testing and background checks
  - New hire paperwork/onboarding
  - Administering E-verify program requirements
- Served as City's liaison to the Mid-America Regional Council's Eastern Jackson County Shared Services Initiative.

### **Human Resources Assistant (40 hrs/week)**

06/2018 – 02/2019

City of Independence, MO

- Analyzed HR data and made recommendations relevant to budget, policy, process improvement, job classifications, and special projects as assigned.
- Assisted with HRIS system implementation by validating existing HR data.
- Managed and maintained HR budget; handled invoice payments and purchasing card reconciliation for day-to-day HR operations, employee services, and 3<sup>rd</sup> party services for the City.
- Main point-of-contact for all HR-related inquiries from internal and external customers.

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## **PROFESSIONAL EXPERIENCE (continued)**

### **Assistant to the City Manager/Intern (40 hrs/week)**

06/2017 – 06/2018

City of Mission Hills, KS

- Served as Secretary and Staff to the Planning Commission; produced monthly meeting agendas/packets and meeting minutes; conducted research as requested by the Planning Commission and City Administrator; generated reports on policy.
- Produced annual Budget-in-Brief publication (2018) as a tool for residents to understand the budget and budget process; conducted quarterly budget analyses for City Administrator.
- Updated Stormwater Utility Fee database.

### **Direct Support Specialist/Team Lead (40 hrs/week)**

09/2016 – 02/2017

Mosaic in Northeast Kansas

- Monitored the comfort and safety of people served, while ensuring the medical, nutritional, and personal care needs were being met.
- Performed lead functions as delegated by supervisor.
- Provided training to people served in accordance with written program plans and in compliance with company policy and procedure.

### **Assistant to Strategic Planning Director/Intern (20 hrs/week)**

01/2016 – 05/2016

Johnson County Department of Health and Environment

- Utilized Process Improvement tools to assist the Dept. of Health and Environment with undergoing Public Health Accreditation Board (PHAB) accreditation.
- Assisted Strategic Planning Director with composing and compiling training guides on using Quality Improvement tools to increase efficiencies.
- Led department-wide training sessions on using quality improvement tools and how to apply daily workflows.

### **Nutrition Care Assistant (20 hrs/week)**

08/2014 – 05/2016

Shawnee Mission Medical Center

- Assisted in the nutritional care of patients with emphasis on hospitality.
- Educated patients with non-clinical information regarding modified diets.
- Responsible for training new employees.