

Vanessa Melao

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Professional Summary

Resourceful and people-focused professional with 7+ years of experience in site coordination, customer service, operations, and leadership across construction and retail industries. Known for clear communication, adaptability, and delivering exceptional client experiences. Seeking a role that blends coordination, communication, marketing, and strategic operations within a collaborative and growth-driven company.

Core Competencies

- Customer Experience & Communication
- Project & Site Coordination
- Scheduling & Logistics
- Staff Leadership & Coaching
- Workflow Optimization
- Warranty & Client Service Management
- Conflict Resolution & Issue Escalation
- Retail Operations & Merchandising
- Cross-Functional Team Collaboration

Professional Experience

• Construction Site Coordinator – Mid-Rise/High-Rise

Mattamy Homes | Feb 2023 – April 2025

- Managed daily on-site operations to ensure quality, safety, and timely project completion
- Handled purchase orders, material tracking, and subcontractor coordination
- Completed PDI (Pre-Delivery Inspection) sign-offs and conducted key handovers with homeowners
- Maintained site documentation and supported implementation of safety protocols
- Utilized Procore, SharePoint, and JD Edwards to track project progress and communications

• Community Coordinator – Warranty Services

Mattamy Homes | 2019 – Feb 2023

- Acted as the main liaison for homeowners post-construction, ensuring smooth transition into their new homes
- Coordinated contractor scheduling for 30-day, 1-year, and 2-year warranty services
- Oversaw follow-up inspections and resolved service issues efficiently

- Delivered high-quality customer care while managing service timelines and documentation
- Provided on-site support and education to homeowners during service appointments

- Store Manager

Ardene | 2016 – 2019

- Oversaw all retail operations including staffing, scheduling, payroll, and inventory
- Led and trained a team of 10+ employees, driving performance and customer satisfaction
- Implemented visual merchandising and marketing design strategies to support in-store campaigns
- Supported store openings, seasonal promotions, and day-to-day operational flow

Certifications & Technical Skills

- First Aid & CPR Certified
- Procore, JD Edwards, SharePoint, Microsoft Office Suite
- Payroll Administration
- Marketing Design & Visual Merchandising Tools

References

Available upon request.