

MELISSA PERKINS

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EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY, Manchester, NH

Bachelor of Arts in Psychology, Minor in Sociology,

Concentration: Mental Health

Expected Spring, 2024

- GPA: 3.875 | Honor Roll

CHOICES RECOVERY TRAINING, Concord, NH

State of New Hampshire Certified Recovery Support Worker

Expected Fall 2022

- 54 hours of training and meets the educational requirement and criteria for the NH-CRSW credential and is in alignment with the International Certification and Reciprocity Consortium. Series includes 30-hour Peer Recovery Coach Training, 6-hour Suicide Prevention for Non-clinical Workers, 6 hours HIV/AIDS, and 12-hour Ethical Foundations for Recovery Coaches

EXPERIENCE

LIVE FREE RECOVERY SERVICES, Manchester, NH

Internship, Fall 2022

Estimated Hours: 120

The mission of Live Free Recovery Services and structured sober living Homes in NH is to help men and women recover from chronic drug and alcohol addiction. We do this through the multiple pathways to recovery, the 12- steps, and a Medicated Assisted Treatment philosophy.

- Facilitated group therapy sessions for dual diagnosis clients in an intensive inpatient hospitalization program and outpatient partial hospitalization program.
- Lead group therapy using therapy principles and cognitive behavioral therapy.
- Write daily progress notes while maintaining confidentiality
- Supported mental health clients in progressing toward stability through the Recovery Model
- Supported women and men from diverse backgrounds experiencing psychological distress and issues regarding domestic violence, abuse, and addiction,
- Collaborated with other Facilitators/Team Members regarding crisis interventions and referrals as necessary.

KAT USA, Manchester, New Hampshire

President, 2021 current 501(c)3

Non-Profit

The Kathmandu Animal Treatment Centre (KAT Centre) is a non-profit registered charity organization dedicated to improving the welfare of Nepal's animals. We are humanely creating a healthy, rabies-free, sustainable street dog population in Kathmandu

- Successfully applied for 501(c)3 status with the IRS through significant research while maintaining attention to detail on applications and information required by both the State and Federal Government.
- Successfully fundraised over \$100,000 within the first two months
- Largest animal shelter in Nepal
- Track and manage the dog population by Ward and provide necessary birth control based on population
- Promoting a humane and caring attitude toward all animals.
- Education and resources to local schools and businesses.

BERKLEY AVIATION (A W. R. Berkley Company), Boston, Massachusetts

Underwriter Assistant, 2015-2018

Partnered with Vice President, Regional Manager, and Senior Underwriters. Contributed to review, evaluation, and pricing of new and renewal business quotes and endorsements. Ordered, researched, reviewed, and analyzed risk information. Served as first point of contact for agents in obtaining additional information.

- Continuously maintained audit scores of 99% including all requirements of the risk in detail.
- Ensured quality compliance of all policy and endorsement issuances.
- Independently managed standard service requests.
- Consistently achieved 100% audit compliance.
- Acted as subject matter expert for compliance to redesign internal forms, reducing entry time by 75%.
- Provided timely and accurate information to brokers regarding new and existing changes to policies.

NATIONAIR INSURANCE AGENCIES, INC., Manchester, New Hampshire

Sales Executive, 1996-2015

Delivered all products from start to finish. Managed all in-office processing of products and served clients. Partnered with sales team to exceed customer expectations. Authorized to customize products for clients. Delivered proposals, quotes, and recommendations for coverage.

- Maintained \$3,000,000 book of business over a 19-year timeline with 94% retention rate. New business primarily generated through referrals from existing clients. Insurance experience includes general liability, property insurance, auto insurance, workers' compensation, umbrella, and aviation hull and liability.
- Served as liaison between insured and underwriters to create strategies for unique products and renewals.
- Awarded "Branch of the Year" in 2006 and multiple Commitment to Service Excellence awards.

LICENSURE

Property & Casualty Licenses, New Hampshire, Current

Certified Recovery Support Worker, New Hampshire, In process

PROFESSIONAL DEVELOPMENT

Continuing Education through New Hampshire Association of Independent Insurance Agents

Kaplan University Continuing Education

TECHNOLOGY

SalesForce, BUS insurance management software, Hyperion, Accord, EzCash, Applied Systems Agency Management System, Epic, Microsoft Office Suite

VOLUNTEER

Volunteer

Kathmandu Animal Treatment Centre, Kathmandu Nepal

Feb 2019 - 2021

- Animal Welfare
- Humanely creating a healthy, rabies-free, sustainable street dog population in Kathmandu.

Ambassador

American Red Cross of Northern New England

May 2020 - Present

- Provide customer service to donors and support staff.
- 2020 Recipient of President's Volunteer Service

Pet Adoption Counselor

Animal Rescue League of NH

- Animal Welfare
- Counsel and match prospective adopters with animals