

MELISSA A. BANKROFF

E-mail: bankroff@msu.edu

PROFESSIONAL PROFILE

- A highly organized and responsible professional committed to providing outstanding service and support to the MSU community aligned with the mission, vision, and values of the WorkLife Office.
- A dedicated and collaborative team player; able to prioritize and complete multiple tasks and follow through to achieve team goals and objectives.
- An independent and self-motivated professional with excellent communication and analytical skills; able to develop and maintain short- and long-term relationships rooted in transparency, accuracy, and compassion.

EXPERIENCE AT A GLANCE

- Advising, mentoring, coaching; professional development and career counseling.
- Program development and administration; budget development and maintenance.
- Course and workshop research, development, and instruction.
- Human resources: Academic course instruction; recruitment, hiring and retention; work/life fit; Diversity Equity Inclusion (DEI); compliance; Titles VII and IX.
- Exceptional communication skills: Written, verbal, interpersonal, intercultural, and public speaking.
- MSU digital systems; computer literacy including social media, meeting, and visual platforms.
- Outreach and special events; planning and execution; budget development and tracking.
- Data collection (quantitative and qualitative); survey design; interviews; analysis and interpretation; reports and dissemination; practical outcomes and applications.

EDUCATION

Michigan State University, East Lansing, Michigan
Master of Arts: Anthropology

December 2008

Michigan State University, East Lansing, Michigan
Bachelor of Arts: Anthropology
Certificate: Asian Studies Specialization

May 1994

PROFESSIONAL EXPERIENCE

MICHIGAN STATE UNIVERSITY, EAST LANSING, MICHIGAN

THE SCHOOL OF HOSPITALITY BUSINESS

August 2009 – Present

Faculty – Instructor (Fixed-Term)

Teaching

Instructor (2010 – Present)

- HB 201: Hospitality Business Professional Development I (1 cr.), Fall and Spring semesters
- HB 307: Introduction to Human Resource Management (3 cr.), Fall and Spring semesters
- HB 489: Hospitality Business Strategy – Human Resource Strategy (3 cr.), Fall and Spring semesters
- HB 491: Hospitality Current Topics and Trends – Diversity, Equity, and Inclusion In Hospitality (1 cr.), Fall and Spring semesters

Former Instructor (2010 – 2017)

- HB 401: Hospitality Business Professional Development II (1 cr.); three sections each Fall semester; two sections each Spring

Service

- University Committee for Faculty Affairs (UCAF) (2020 – Present)
- University Committee for Faculty Affairs (UCAF) Budget Subcommittee (2021 – Present)
- University Committee for Faculty Affairs (UCAF) Office of Institutional Equity (OIE) Investigations Subcommittee, Chair (2021 – Present)
- Broad College of Business' Master's Program Directors Committee (2009 – 2018)

- The School of Hospitality Business' Awards Committee (2021 – Present)
- The School of Hospitality Business' Bylaws Review Committee (2018 – Present)
- The School of Hospitality Business' Scholarship Committee (2018 – Present)
- The School of Hospitality Business' School Advisory Council (2018 – 2020)
- The School of Hospitality Business' Graduate Program Committee (2009 – 2018)
- The School of Hospitality Business' Undergraduate Admission Committee (2010 – 2014)

Memberships and Conference Attendance

- Society for Human Resource Management (SHRM) (Current Member)
- SHRM21 Annual Conference (attendee) (2021)
- SHRM19 Annual Conference (attendee) (2019)
- Cornell University's Human Resources in Hospitality Conference (attendee) (2019)
- SHRM18 Annual Conference (attendee) (2018)

Research

- Foodways (the essential yet evolving relationship between traditional food, history, and culture) for course development (Summer 2020)

Academic Advising

Graduate Student Advisor (2009 – 2018)

- Course selection and progress plan
- Approval of elective courses and course substitutions; independent study applications; field study applications
- Review of mid-program student progress reports and final evaluations
- Graduation certifications

Undergraduate Student Advisor (2010 – 2014)

- Course selection and progress plan
- Approval of elective courses and course substitutions; independent study applications; course overrides
- Admission process and decisions (upper-level admission requirement)
- Monitoring student progress; academic performance; implementing probationary and disciplinary policies as necessary
- Graduation certifications
- Promoting Office for Education Abroad programs; program selection; application approvals; evaluation and approval of course selections

Administration

Coordinator, Graduate Programs (2009 – 2018)

- Graduate program curriculum review, revision, and development
- Student recruitment and retention
- Admission application review and decision
- Scholarship application review and award recommendation
- New graduate student orientation
- Planning and organizing The School's annual Graduate Student Research Forum

Outreach

- Mentor: MSU's Women's Network Association (WNA) September 2014 – May 2015
Mentor Match Program, a WNA program intended to develop mentoring relationships among women at MSU
- Invited Presenter: Jackson County Chamber of Commerce November 2014
The Brand Called YOU: Creating, Marketing, Managing Brand YOU for Effective Leadership
- Invited Presenter: Women's Initiative for Leadership Development February 2014
Reinventing the Rules: From Shame Game to Name Fame

VISITING INTERNATIONAL PROFESSIONALS PROGRAM (VIPP)

2021 – Present

Faculty – Instructor (Fixed-Term)

German Fulbright Summer Institute at Michigan State University

- Intercultural Communication and Leadership, 1-week intensive course, Summer Semesters

INTERNATIONAL STUDIES AND PROGRAMS (ISP), DEAN'S OFFICE

December 2007 – August 2009

Assistant for International Program Initiatives and Special Projects

- Assisted ISP associate dean with academic and research projects and manuscripts
- Conducted research for and development of funding proposals and reports
- Completed special projects as assigned

CENTER FOR INTEGRATIVE STUDIES – SOCIAL SCIENCE

November 2001 – December 2007

Coordinator, Study Away Programs

- Advised prospective and current program participants concerning program admission, academic requirements and course enrollment, internship placements, and scholarship applications; completed grade reports
- Planned and conducted on-campus recruitment sessions; program orientations (Washington, DC and Hawaii programs) and on-site program orientation (Washington, DC program)
- Planned and conducted on-campus internship workshops (Washington, DC program) and program- related special events and outreach efforts (Washington, DC and Hawaii programs)

PROFESSIONAL CERTIFICATIONS

- Michigan State University, East Lansing, Michigan October 2015
Intercultural Communications
- Dale Carnegie Training, East Lansing, Michigan June 2012
Effective Communication and Human Relations