

# MELANIE BAUER

CUSTOMER & USER EXPERIENCE, TRAINING, AND KNOWLEDGE MANAGEMENT SPECIALIST

melanie.sue.bauer@gmail.com | 832-914-7269 | Austin, TX | www.melaniesuebauer.com

## SUMMARY

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Resourceful & proactive Customer & User Experience, Training, and Knowledge Management Specialist with 4 years of experience working with customers, 3 years of experience developing trainings & knowledge sharing materials, 6 user experience research and design projects, and 3 years of experience in records management.

## PROFESSIONAL EXPERIENCE

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**Benefit Processor & Records Custodian** Teacher Retirement System of Texas *July 2024 - Present*

- Processes & analyzes TRS (Teacher Retirement System) and IRS (Internal Revenue Service) forms, as well as legal documentation including POAs (Power of Attorneys) and LOGs (Letters of Guardianship), averaging 600+ documents worked per week.
- Communicates & collaborates with other teams, including Benefit Counseling, to assist with member issues and develop solutions to problems.
- Works with attorneys to communicate with members regarding legal issues.
- Creates & updates interactive procedure resource documents encompassing virtually all possible scenarios for Account Services Team; utilizing team feedback, Knowledgebase expertise, and user experience design principles to improve usability of documents.
- Manages team SharePoint Libraries as Super User and Records Custodian; observing records lifecycle requirements and limitations established and/or enforced by the Records & Information Management team.
- Developed (and maintains) fillable PDF letters for team in Adobe Acrobat as alternative to Microsoft Office Word; ensuring proper letter formatting and accuracy of communication to members.
- Conducted usability testing (User Acceptance Testing) on new application (Trust) for processing tasks, finding 50+ defects and areas of improvement for application.

**Benefit Counselor & Coach** Teacher Retirement System of Texas *June 2022 - July 2024*

- Coached 4+ trainees on procedures, policies, call flow, relevant laws, and soft skills while actively observing calls and taking over escalations if necessary.
- Assisted trainees and peers with challenging scenarios through navigation of Counselor Knowledgebase and other resources while on the "resource line."
- Assisted with creation and editing of Knowledgebase articles for department and training resources.
- Researched Texas Pension laws and Teacher Retirement System policies to communicate with members, train counselors, and develop guides for future use.
- Created and presented various trainings for team on complex or frequently misunderstood topics, including QDRO (Qualified Domestic Relations Order) Training which was developed into interactive e-learning that is required for counselors to take annually.
- Advised members on retirement matters, including tax and other relevant laws; assisted members with creation and use of online accounts; guided members through websites and technology, providing technical support including turning off pop-up blockers, re-signing documents, and general phone or computer use.

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## PROFESSIONAL EXPERIENCE CONTINUED

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### **Customer Service Representative** Giddy

*August 2021 - March 2022*

- Created and edited email templates for customer service team to use in communication with customers.
- Answered customer questions through email, phone calls, and chats in Salesforce.
- Processed sales, refunds, and exchanges.

### **Customer Service Supervisor & HR Consultant** Bumperactive.com

*July 2020 - January 2021*

- Revised Union Bargaining Agreement on behalf of company by researching union contracts and interviewing management, employees, and union representatives to determine desired changes.
- Coordinated company-wide communication training session by assuring all employees both remote and in-office were available and able to access and comfortably interact within the virtual training environment and understand the materials.
- Assessed vendors in comparison with business and employee needs to recommend and help determine which customer relationship management (CRM) service to procure for team; set up new CRM by loading client and customer data for over 50 webstores; trained employees on new CRM.
- Assisted with team scheduling, protocol and procedural improvements, and protocol change implementation within the team; assisted employees with enrolling in benefits and insurance; trained and coached employees on company procedures, software, and soft skills.
- Addressed customer escalations; communicated and assisted client campaigns directly; communicated with US Secret Service on occasion.

### **Customer Service Representative** Bumperactive.com

*March 2020 - July 2020*

- Answered between 100 to 1,000 customer inquiries per day, via phone and email.
- Communicated between departments to resolve customer concerns.
- Created templates and developed workflows to adjust to the large influx of orders and customer communications due to company acquiring multiple presidential campaign clients in the 2020 election year.

### **Legal & Office Assistant** Buzgova, Meneses, & Wellington Smith, LLP

*July 2019 - March 2020*

- Researched musical artist backgrounds and created (wrote) exhibits for visa applications to prove popularity within communities within the United States, arguing for necessity of entertainment visa approval.
- Utilized YouTube, Google, and Spotify analytics to assist with research.
- Submitted Freedom of Information Act (FOIA) requests for various cases.
- Studied e-immigration software program and worked with vendor to develop auto-filling contract system within existing program.
- Trained colleagues on use of new contract system; created manuals and instruction sheets.
- Assisted reception, accounting, paralegals, and attorneys however possible.
- Maintained website and social media.

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## PROFESSIONAL EXPERIENCE CONTINUED

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**Customer Care Associate** Health Advocate, Inc

*July 2018 - March 2019*

- Verified customer identities and reviewed documents for HIPAA compliance.
- Navigated healthcare systems' phone trees (IVRs) to assist members with locating correct department and assure minimal hold time and transferring for members.
- Advised customers of insurance benefits.

**Records Analyst** UT Health Science Center at Houston

*Seasonal, March 2013 - August 2015*

- Maintained records by digitizing, organizing, and retrieving sensitive human resources documents.
- Assisted with preservation of non-digitized medical records from closed mental health facility.

## SKILLS

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Policy & Procedure Documentation, Information Architecture, Information Management, Training Design, Testing & Quality Assurance, User Research, User Interface Design, Research Documentation, Collaborative Design, Presentation Design, Generative & Conversational AI (Artificial Intelligence) Tools, Website Creation & Design, Content Development, Leadership & Collaboration.

## EDUCATION

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**B.A. in History & Latin, Minor in Medieval & Renaissance Studies**

*August 2014 - May 2018*

Trinity University

- Studied Medieval Latin primary source documentation
- Conducted extensive research on various topics
- Studied abroad in Rome, Italy Fall semester 2017
- Selected to read essay for Medieval Arts Symposium Spring 2017
- Held leadership positions within Zeta Chi Sorority

## ADDITIONAL INFORMATION

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- **Languages:** English (fluent), Python (intermediate), HTML (intermediate), Latin (novice), Italian (novice)
- **Certifications:** *Post Graduate Program in User Experience Design: UI/UX for Data-driven Business Applications* from the University of Texas at Austin - awarded February 2026
- **Awards:** Peck of Thanks from TRS management (2025)