

Marissa Rousseau

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Professional Summary

People-focused operations professional with 4+ years of experience supporting hiring, onboarding, employee development, performance management, workforce coordination, and administrative compliance. Experienced in managing employee documentation, training programs, personnel processes, and day-to-day employee relations in fast-paced environments.

HR & Administrative Skills

- Recruiting & Candidate Screening
- Interviewing & Selection
- New Hire Onboarding
- I-9 & W-4 Documentation
- Employee Records Maintenance
- Training & Development
- Performance Management
- Corrective Action Documentation
- Employee Relations
- Conflict Resolution
- Staff Scheduling
- Policy & Compliance Administration
- Paylocity & ZoomShift
- Microsoft Office 365 & Excel
- Asana & Workflow Management
- Reporting & KPI Analysis

Work Experience

Store Manager - Kid to Kid (Summit Recommerce Group) - Apr 2024 - Present

- Manage recruiting and hiring activities, including application review, interviews, selection, and new-hire onboarding.
- Complete and maintain employee documentation including I-9 and W-4 forms, personnel records, attendance, and training records while coordinating staff scheduling.
- Lead performance management for a team of 10+ employees through coaching, documented feedback, corrective action, conflict resolution, and policy enforcement.
- Develop onboarding materials, training resources, and standardized procedures to improve employee readiness, consistency, and accountability.

District Trainer & Buyer - Kid to Kid / Uptown Cheapskate - Jan 2024 - Apr 2024

- Designed and delivered employee training across four locations, supporting consistent adoption of company systems, procedures, and performance standards.
- Partnered with employees and store leadership to identify training needs, provide coaching, and resolve system and process issues.

Assistant Manager - Kid to Kid - Nov 2021 - Dec 2023

- Supported new-hire orientation and training, helping employees learn company policies, systems, service standards, and job responsibilities.
- Supervised employees during daily operations, providing coaching, guidance, and performance feedback.
- Helped maintain training consistency and reinforce workplace procedures and performance expectations.

Computer Science Instructor - Rex Academy - Aug 2019 - Oct 2021

- Delivered group and one-on-one computer science, technology, & engineering instruction for students ages 7–18, adapting teaching methods to different learning styles and skill levels.

Education

UNC Charlotte - Computer Science Coursework

Languages - English (Native), Spanish (Intermediate Conversational)