

## Melanie Thomas

### Vice President, Credentialing Operations



Melanie grew up in Lee's Summit, Missouri but moved to Independence, Missouri when she got married and stayed to raise her family there. About ten years ago she and her family moved back to Lee's Summit, into the home that her in-laws built on roughly three acres of land that includes a small lake. This home holds many special memories for Melanie and her family and they continue to create new memories of their own there.

While Melanie is currently the Certification Director and Assistant Executive Director at NBRC, she has been with NBRC for over 30 years which means she has held almost every position within the Operations Department. She started in membership services processing annual renewals and product orders, then processed CRT Examination applications for many years along with taking countless phone calls from candidates. Her vast knowledge of Certification Operations benefits her greatly in her current role as Certification Director, overseeing and managing all aspects of the department.

She believes in and is motivated by the meaningfulness of what the NBRC does and appreciates how the leadership of both the Board and the Executive Office are supportive, appreciative and open to innovation that supports the mission of the NBRC, which fosters a great working environment.

In 1986 Melanie married her husband, Aaron, right after she started her position with the NBRC, which she admits are two of the best decisions she has ever made. Melanie and Aaron have one son and two daughters, along with two grandsons and five granddaughters. Everyone appreciates spending time together at her home enjoying each other, the land and fishing in the lake. When not spending time with her family, you will find Melanie cheering on either the KC Royals or KC Chiefs (depending on the season), listening to music, reading a book with her cat curled up in her lap, or relishing the great outdoors in every season, right in her own backyard. Her easygoing ways lend themselves to how she likes to go with the flow of life.