

MELISSA HESS

EXECUTIVE LIFT LLC

Melissa founded Executive Lift to fill a gap in the coaching and consulting world. Most coaches don't understand their client's business. Their plans sound good on paper but don't survive first contact with reality. These coaches like telling people what to do, not doing the work. Consultants, on the other hand, use fancy words that no one (*including them*) really understands. They charge a lot of money for a PowerPoint presentation and leave you to execute it.

When you face pressure from every angle—senior leadership, customers, your reports, family, and friends—the last thing you need is a coach or consultant who creates more problems for you to solve. Instead, you want a coach who understands your challenges and gives you tools to address them right away, not someday. You want someone who can see around corners and show you how to do it too.

That's why you want Hess. Prior to launching Executive Lift, Melissa spent more than 25 years serving as an operations P&L leader for companies in manufacturing, industry, pharma, and big box retail. No stranger to a hard hat and steel-toe boots, she has served on the shop floor, at headquarters, and in the boardroom. Her employers have included GKN Hoeganaes, Southco, Inc, The Home Depot, and Express Scripts (formerly Medco Health Solutions).

Melissa's signature approach is to focus on the intersection of people and process. She recognizes that inflicting change upon teams only generates resistance. But when people participate in the process, they feel a personal stake in the outcome and understand what's in it for them. With employee buy-in, change becomes sustainable. So, Melissa uncovers people's needs, leverages their strengths, and positions every team member to succeed. As a result, she has a reputation for building high-performing teams that routinely exceeded profitability, capacity, and efficiency targets.

Since 2018, Melissa has been coaching other leaders in this skillset. She provides tools and techniques to optimize processes and people and navigate the competing demands of business leaders, customers, and employees. Her goal is to develop leaders who improve continuously and achieve excellence again and again.

Melissa holds an Sc.B. in Materials Engineering from Brown University and an MBA from The Wharton School at The University of Pennsylvania. She is a certified Project Management Professional and a Six Sigma Black Belt. As a certified DISC Personality Styles Coach, Melissa is skilled at addressing the uncomfortable people and culture problems many consultants are afraid to touch.

Outside of Executive Lift, Melissa serves as volunteer faculty for DELTA (NJ State Law Enforcement Leadership Program), provides pro bono coaching for young entrepreneurs, and delivers leadership training for Haiti Outreach Ministries in Haiti. When Melissa isn't working, you'll often find her in the gym. As an avid weightlifter, she appreciates the challenge of pursuing goals and the ability to transform herself physically and mentally every day.



***Process Expert
Leadership Coach
Six Sigma Black Belt***

Melissa Hess, Founder and Principal of Executive Lift, provides operations consulting and leadership coaching for small-to-midsize companies. Leaders turn to Melissa when they need to unlock efficiency, transformation, and growth but don't know where to start. Based in New Jersey, Melissa works with clients across the US.

You can connect with her on [LinkedIn](#).

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