



Profile

Rockaway Beach, NY 11693 917-863-4618 2simplymissy@gmail.com

Melissa Glasgow Abdullah-Musa

I am a creative & a professional seeking opportunities for my soul's highest creative enjoyment, expression and advancement; while travelling, learning & enjoying different countries and cultures.

Experience

Feb. 2024-Present PUSH.Audio New York, NY

Freelance Songwriter

- Contracted non-exclusive songwriter for PUSH.Audio a boutique music supervision, sync licensing and post-production audio production company.
- Lyricist responsible for songwriting and recording demos for producers' beats/tracks held on the PUSH.Audio label, for consideration on sync licensing briefs, Bespoke/Customs; and/or distribution to DSPs & Spotify playlists under the PUSH.Audio label.

2020-Present Independent Singer / Songwriter New York, NY

Independent Artist ASCAP IPI 1072186371 (Unsigned)

- Independently produced, wrote and distributed to DSPs two EPs and corresponding singles under the pseudonym *Simply Missy* for Independent Publishing – *Love Brings Change Entertainment*, IPI 1072186273. All 28 songs are available on all streaming platforms and @SimplyMissyMusic on YouTube.
- Several songs are signed to a 5-year Sync Licensing contract with Sync Agent / Sync Library *Music of the Sea*, with an option to renew in 2027.
- Responsible for expanding my flexibility and range by exploring writing lyrics for all genres of music tracks and vocally performing all genres of music stylings.

2023-Present Grant Wilfley Casting & Central Casting & HBG Casting New York , NY

Background Actress (NU)

- And Just Like That- MAX – Michael Patrick King - Funeral Mourner (June 2024)
- High and Low- film; Spike Lee 40 Acres & A Mule - Parade Goer (May 2024)
- And Just Like That- MAX Series - Michael Patrick King - Nanny (May 2024)
- Zero Day- Netflix Series – Lesli Linka Glatter - Journalist (April 2024)

2023-Present 1iota Audience Filler / Fan Experience New York, NY

Seat Filler / Audience Filler (NU)

- The Kelly Clarkson Show (May 2024) S5/Ep160
- The Drew Barrymore Show (May 2024) S4/Ep262
- LIVE with Kelly & Mark (March 2024) S36/Ep133
- The Karamo Show (February 2024) S2/Ep94&96
- The Sherri Shepherd Show (February 2024) S2/Ep81
- The View (January 2024) S27/Ep88
- The Tamron Hall Show (December 2023) S5/Ep65

2006 MTA New York City Transit mta.info & YouTube New York, NY

Voice Over Talent – PSAs (NU)

- Freelance / On Call voice over talent for safety and emergency PSA audible announcements- VO placements on board trains, on the MTA website and MTA YouTube channel.

1996 National Academy of Television Arts & Sciences New York, NY

23rd Day Time Emmy Awards Video Screening Intern

- Responsible for pulling videos for academy members' review and voting for final submissions for the Daytime Emmys.
- Responsible for assisting with craft services for academy members sitting in all-day review and voting on videos for the Daytime Emmys award consideration.

Experience Continued

1996 Abrams Artists (Now A3 Artists) New York, NY

Casting Office Intern (NU)

- Responsible for pulling headshots for casting auditions/go-sees; and for filing new headshots and bios. (Adult & Children)
- Assistant to casting agent- helping read scripts with talent in preparation for recording their audition tape/reel. (Adult & Children)
- Assistant to casting agent- helping video record auditions of talent for remote submissions to casting calls. (Adult & Children)
- Assistant to casting agent- helping escort talent to and from recording studios and helping with ensuring they were camera ready with makeup and wardrobe. (Adult)

1991-1997 City College of New York (CUNY) New York, NY

Background Singer / Demo Singer / Session Singer (NU)

- Freelance demo singer/session singer City College of New York Music Department.
- Freelance demo singer/session singer Shandi Quidon productions.
- Freelance demo singer/session singer Trevor David Studio productions.

1995 VOYUER Student Film Loyola Marymount New York, NY

Script Supervisor & Second Assistant Camera (NU)

- Freelance Script Supervisor and 2nd assistant Camerawoman for Student Film sponsored by Nicole English for *Sisters in Film* productions.

1989-1993 Independent Dancer New York, NY

Background Dancer (NU)

- Freestyle background dance for music videos and feature films.
- Freelance choreographer and dance captain for music videos and feature film productions.
- Fly By Night- Feature Film- Club Dancer (1992)
- Chubb Rock- Just thee Two of Us Music Video (1991)
- Strictly Business- Feature Film- Club Dancer (1990)
- Gary Michael Wade- Where Do You Go Music Video (1990)
- DBS & Choice MC- Back to Reality Music Video (1989)

1991-1993 City College of New York (CUNY) New York, NY

CCNY Dance Repertoire Company Member - Modern Dance & Ballet (NU)

- Dance talent for seasonal performances at Aaron Davis Hall Theatre.

1991-1993 City College Of New York Cheerleading Team Captain New York, NY

Division III Cheerleading Captain and Competition Choreographer

- Cheerleader and Captain, as well as choreographer & assistant coach, for award winning CCNY Cheerleading team.

1991-1993 WCCR-AM City College Of New York Radio (CUNY) New York, NY

Voice Over Talent – On Air Ads (NU)

- Freelance / On Call voice over talent for student- operated City College of New York Radio station.

1987-1991 H.S. of Telecommunication Arts & Technology Improv New York, NY

Improvisational Teen Actor (NU)

- Peer mentorship via “FACES”- a traveling after school program improv group sponsored by the NYC Board of Education, to combat teen drug abuse, teen pregnancy, teen violence and peer pressure situations.

Experience Continued

1987 Honey Child Modeling & Talent Agency New York, NY

Child Actress & Print Ad Model & Background Talent (NU)

- Brand Print Ads & NYS Department of Health PSA print ads for children's services.

ReferencesVictoria Lynn McAllister; vm145@hotmail.com; 917-209-2137**Corporate Experience**

2017-2024 MTA New York City Transit New York, NY

Associate Transit Customer Service Specialist II (ATCSS II)

- Responsible for reconciling customer e-mail inquiries as it pertains to the MTA Office of Corporate Communications and the Department of Subways, including general questions.
- Answerable for writing, editing and proofreading sensitive customer service correspondence for the President and Senior Vice President of NYCT. This responsibility may also include preparing correspondence for the Chairman of the Metropolitan Transportation Authority and his executive staff.
- Accountable for maintaining Database/Mainframe of all MTA.info email complaints /correspondence for audit purposes.

2012-2017 MTA New York City Transit New York, NY

Computer Associate Technical Support III

- Manage, research, collate and pull incidents from Customer Relations Management (CRM) Database/Mainframe for use by the Department of Law for litigation and/or discovery & findings for NYCT court proceedings.
- Track and maintain details of Staten Island Railway (SIR) Statement of Facts (SOF) in the Customer Relations Management (CRM) Database/Mainframe & prepare responses for SIR complaints in CRM Database/Customer E-Mail System (CEMS) and/or via hard copy letter.
- Prepare customer correspondence for/respond to Department of Subways' (DOS) lower-level incidents that came in via letter, telephone call or e-mail (but no e-mail address provided by the customer) that need a response via hardcopy letter only.
- Scan and maintain incident details in CRM/CEMS Database/Mainframe the final signed correspondence for the DOS lower-level incidents that need letters; and mail out hard copy letters to customers for review.
- Follow-up on final hardship letters that came back to the area of business in return mail- elicit apartment numbers; correct mailing address etc. and update and maintain the CRM/CEMS Database incident details for dissemination of corrected information to staff to prepare new customer correspondence; or research same for 2nd and 3rd requests from customers for verification; or requests for changes/corrections to original signed final document.
- Track and prepare memo of receipt for signature by the Senior Director of Customer E-Mail & Correspondence Unit; and disburse to the Department of Treasury all incoming money orders related to the request and preparation of travel hardships/travel time verification customer correspondence requests for Department of Education employees.
- As needed, track, attach and maintain incident details in CRM/CEMS database/Mainframe SVP Subways executive correspondence, incoming SOF from outer departments/divisions, and final signed senior management letter. Respond to SVP Subways Executive Staff requests for additional information and/or Executive Office staff requests for follow-up; or Executive Office staff requests for more time for preparation of departmental SOF and final drafted Executive Office memo(s).
- As needed, scan in, maintain details and e-mail to customers via CRM/CEMS Database/Mainframe the final signed SVP Subways letters that had only e-mail address for response modality.
- As needed, assist in compiling, collating and maintaining information from database/mainframe for internal and external audit.

**Corporate
Experience
Continued**

2006-2012 MTA New York City Transit New York, NY

Associate Staff Analyst

- Analyzed and compiled in service and external data from Customer E-Mail System (CEMS) Database/Mainframe, and finalized memos specifying an overview of complaints, previous year comparison and progress reports for the Departments of Corporate Communications, MetroCard, Buses, Subways, ParaTransit and the NYPD's Transit Bureau, for NYCT's Monthly Report.
- Under direction of the Chief Executive Officer and Senior Director of Customer Service, with latitude for independent initiative and judgment, functioned as Supervisor/In Delegation for Correspondence and Customer E-mail Unit, overseeing a staff responsible for logging, distributing, tracking and maintaining Database/Mainframe of all hard copy correspondence directed to the President, Senior Vice President of NYCT, Chief Executive Officer and Senior Director of Customer Services, as well as all customer contact e-mails generated through the Customer E-Mail System (CEMS) Database/Mainframe.
- Served as a New York City Transit, Office of Corporate Communications liaison for the implementation and fine-tuning of the development of MTA website's customer feedback and inquiry web page www.mta.info that feeds the Customer E-Mail System (CEMS) Database/Mainframe.
- Accountable for managing and maintaining incident details for the Customer E-Mail System (CEMS)/Customer Relations Management Database/Mainframe (CRM) for NYC Transit (NYCT), including overseeing the distribution and tracking of all e-mails sent to the Agency through www.mta.info; As well as assisting staff experiencing technical issues.
- Continue to perform some duties listed under previous title of ATCSS II in adhoc/as required basis.

2000-2006 MTA New York City Transit Brooklyn, NY

Associate Transit Customer Service Specialist II (ATCSS II)

- Responsible for reconciling customer e-mail inquiries as it pertains to the Office of Corporate Communications and the Department of Subways, including general questions.
- Worked with the Chief Executive Officer and Senior Director of the Office of Corporate Communications' Division of Customer Service to improve correspondence policies and procedures; develop and oversee metrics for hard copy and e-mail correspondence, as well as, perform other related functions.
- Assisted with proposal for the development of the Agency's new correspondence tracking system, making specific independent recommendations based on the functioning/malfunctioning of the current Customer Assistance Tracking system (CATS).
- Demonstrated ability to analyze business issues.
- Answerable for writing, editing and proofreading sensitive customer service correspondence for the President and Senior Vice President of NYCT. This responsibility may also include, but is not limited to, preparing correspondence for the Chairman of the Metropolitan Transportation Authority and his executive staff.
- Responsible for researching pertinent information and meeting deadlines in order to resolve high-priority customer service problems and inquires.
- Currently maintaining office supplies for a ten-person staff, as well as, other office manager related duties, including resolving office-related conflicts.
- Responsible for requisition and distribution of MetroCard Adjustments/Reimbursements for the General and Executive Writers.
- Accountable for maintaining a record Database/Mainframe of all MetroCard adjustments and Executive Correspondence for audit purposes.

**Corporate
Experience
Continued**

1997–2000

New York City Police Department New York, NY

Police Communications Technician/Police Radio Dispatcher

- Certified as a NYPD 911 Automated Call Display (ACD) Operator and Radio Dispatcher.
- Responsible for processing high-volume 911 calls or function as a Police Radio Dispatcher, as needed, for several precincts; and maintaining detailed incident records in the E911 Database/Mainframe and report and trouble shoot issues with the Automated Name Identification/ Automated Location Identification (ANI-ALI) software.
- Elicit all pertinent information from 911 callers in a timely manner to ensure quick response time of Police, Ambulance Service and/or Fire Department. Responsible for sending the information to dispatchers using procedural codes and notifying proper agencies, Police Sub-sections and or call center supervisor of the police emergency, all in order to assist the caller.
- As a dispatcher, responsible for coordinating all police officer response to all emergencies, including Harbor Police, Emergency Service Units (ESU), Helicopter/Aviation response units, as needed.
- Certified as a Federal Bureau of Investigations (FBI)- National Crime Investigations Database/Mainframe Clerk (NCIC) and an ambulance liaison.
- Proven ability of synthesize large amounts of information from multiple sources to create cogent, highly readable, sensitive and confidential documents.

1992–1995

New York Newsday

Kew Gardens/NY

Customer Service Representative ('92-'94)/Single Copy Sales Coordinator ('94-'95)

- Process high-volume incoming calls in a pressure environment using Extras for DOS and FoxPro & Compile weekly reports giving an overview of new accounts/clients and updates pertaining to clients' profiles.
- Accountable for gathering sales figures from the main office/headquarters Database/Mainframe in Melville, Long Island and compiling a weekly report giving an analysis of circulation and distribution of New York Newsday in the tri-state area.
- Responsible for coordinating and dispatching field representatives to make daily periodical recoveries and disbursements, based on delivery discrepancies in the operating Database/Mainframe.
- Secured all sales from the Telemarketing and Outside Sales Departments via Automated Call Display (ACD); and maintaining sales details in the Circulation Database/Mainframe & Pinpointed service problems in specific demographics.
- Responsible for data entry on IBM or Compatible mainframes.
- Assisted department supervisor in creating promotional projects and employee incentive programs ("Goal Bowl").

Education

1991-1997

The City College Of New York

New York, NY

- **B.A., Communications**
- Graduated Magna Cum Laude (3.7 GPA).
- Identified on the Deans List 1995, 1996 and 1997.
- Recipient of the City College Honors Award & Scholarship.
- Participant in the City College Honors Program.

**Computer
Experience**

A fast learner on all software and office databases. Internet savvy person with detailed research skills.

Affiliations

Member of the American Society of Composers, Authors and Publishers (ASCAP); Golden Key National Honors Society.

Social Media

Melissa S. Abdullah-Musa
PKA Simply Missy

YOUTUBE CHANNEL

<https://youtube.com/@SimplyMissyMusic>

TIDAL

<https://tidal.com/browse/artist/23050711>

iHEART

<https://www.iheart.com/artist/simply-missy-35628379/>

INSTAGRAM

<https://instagram.com/i.am.simply.missy>

TWITTER/X

<http://twitter.com/IamSimplyMissy>

APPLE MUSIC /iTUNES

<https://music.apple.com/us/artist/simply-missy/1548789240>

SOUNDCLOUD

https://soundcloud.com/simply_missy

LinkTree

<https://linktr.ee/IamSimplyMissy>

IMDB/IMDBpro

www.imdb.me/SimplyMissyMusic

SPOTIFY

<https://open.spotify.com/artist/4LwWLYQ3HTIGjHj3JHn7s>

MUSIC OF THE SEA

<https://musicofthesea.sourceaudio.com/artist/707052>

