



Melanie O’Kane, Owner
MAD Typing and Consulting

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Founded in 2002 by administrative veteran, Melanie O’Kane, MAD Typing and Consulting (MADTC) is a professional virtual assistance (administrative support) firm headquartered in Madison, Wisconsin, serving clients throughout the United States and Canada. MADTC specializes in executive administrative support; proofreading, editing and formatting; transcription; PDF conversion and form creation; event registration assistance; and e-mail newsletters.

Owner, Melanie O’Kane, is an administrative specialist offering versatile remote office management skills with a proficiency in Microsoft Office programs. She is a motivated, dependable professional with strong problem-solving skills and someone who readily adapts to change and exceeds client expectations. With over 24 years of experience, Melanie is able to juggle multiple priorities and meet tight deadlines without compromising quality. She is recognized within her industry as a visionary leader, change agent, and someone who is active in revolutionizing the way people think, work and live.

MADTC supports busy executives, small-business owners, nonprofit organizations, and philanthropists throughout the United States and Canada. Through an in-depth expertise, professional network, and full-service office, Melanie serves as her clients’ online inbox, completing their administrative and creative tasks, so they can concentrate on core job functions, professional development and enjoying more of what life has to offer.

By employing an entrepreneurial philosophy, Melanie overcame the challenges of climbing the corporate ladder and hitting the glass ceiling to build a thriving small-business enterprise. O’Kane believes that she is accountable for her own accomplishments, and this mindset is an essential tool used to navigate the fast-paced, leadership-focused path she now follows. As such, Melanie has leveraged her strengths, proven track record, and positive communication style to achieve great things.

- 1987-1990: Helped start a used-car dealership in Viroqua, Wisconsin
- 1990-1992: Associate degree program in administrative assistant/secretarial sciences
- 1998: Developed home-based business concept and started freelancing while working full-time
- 2002: Grand opening of virtual assistant business, MAD Typing and Consulting
- 2004: Wrote e-book, *How to Become a Successful Virtual Assistant*
- 2004: Began sponsoring and playing for a local co-ed softball team
- 2005: Joined the International Virtual Assistants Association (IVAA)
- 2005: Began volunteering as a staff writer for *IVAACast*
- 2007: Wrote e-book, *How to Establish Your Fees*
- 2007: Became *IVAACast* Associate Editor and Advertising Coordinator
- 2008: Hosted first Internet talk radio show, VA Radio (formerly MODCOM Radio)
- 2008: Featured in *BusinessWatch* magazine [Do You Need a VA? All about virtual assistants](#)
- 2008: Added Design/Layout Coordinator to titles at *IVAACast*
- 2008: Joined the Wisconsin Virtual Assistant Network
- 2009: Recognized as the IVAA’s February Volunteer of the Month

- 2009: Transitioned to Managing Editor of *IVAACast*
- 2009: Elected to the IVAA Board of Directors
- 2009: Became an EthicsCheck™ certified virtual assistant
- 2010: Grand re-opening of MAD Typing and Consulting
- 2012: Celebrating 10 years in business

Outside of work, Melanie is the mother of three, wife to a Marine Corps veteran, and loving owner of three dogs and one cat. Melanie sponsors and plays second base for a local co-ed slow-pitch softball team and, as a Wisconsin native, loves to cheer for her Green Bay Packers and Milwaukee Brewers. When she's not participating in sports, Melanie enjoys gardening, reading, crocheting, watching brain-food television, and exploring the Wisconsin countryside whenever possible.

Professional Affiliations and Certification

- International Virtual Assistants Association
- Wisconsin Virtual Assistants Network
- EthicsCheck™ Certification