

Résumé of
MICHELE D. WIEGAND

918 Pine Hollow Drive • Canton Heights, OH 45303
(555) 987-4545 • mdw-the14u@aol.com

CAREER OBJECTIVE: Seeking position as a Customer Service Representative

EXPERIENCE AT WORK:

NewCastle Data Storage, Inc., Findlay, OH

Employee Service Liaison, General Motors Account

November 2004 to present

Duties include:

1. Handling calls from GM employees and dealers requesting new vehicle acquisition authorization.
2. Processing requests regarding new vehicle purchases within the U.S. and Canada.
3. Assisting callers navigate through the GM Family First Web site.

Results Achieved:

1. Implemented a new standard of answering calls waiting within one minute of receipt resulting in faster resolution turnaround and thus, happier customers.
2. Resolved customer complaints successfully while averaging no more than 3 minutes per call resulting in an increased volume of 10 calls handled per hour.
3. Awarded top service liaison for 18 straight months based upon customer rankings.

Canton Heights Consolidated Schools, Walters Elementary School, Canton Heights, OH

Afternoon Supervisor (part-time)

September 2001 to October 2004

Duties included:

1. Monitoring elementary school children during the noon hour.
2. Supervising children and assisting teachers in computer learning activities.
3. Organizing committees to accomplish after-school tasks.
4. Assisting 3rd and 4th grade teachers in classroom projects, as necessary.
5. Interfacing between the principal, parents, and teachers in school-related matters.

(Time off work to raise a family)

May 1999 to September 2001)

Cranjoi Corporation, Toledo, OH

Store Manager

April 1996 to May 1999

Duties included:

1. Supervising 40 employees, including hiring, dismissing, and maintaining discipline.
2. Managing inventory and cash flow through sound bookkeeping practices.
3. Processing payroll and time cards consistently meeting pay dates.
4. Organizing charity drives and fund raisers, thus building a good reputation for the company.
5. Handling customer complaints with tact and diplomacy.
6. All activities required to keep the store functional and profitable.

EDUCATION:

AAS Cosmetology Science *Virginia Farrell's School of Cosmetology, 1990*
Training: Extensive store management training provided by Cranjoi Corporation

OTHER ACTIVITIES AND AWARDS:

Scouting "2006 Excellence in Volunteering" Award, Camp Swimming Tournament, Troop 716
Canton Heights Consolidated Schools Volunteer of the Year Award, 2002
Cub Scout Den Leader
Assistant Youth Soccer Coach and Team Parent, AYSO organization