

Natalie Michelsen

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Professional Summary

I am a determined, industrious, forward-thinking individual who is currently working towards operating a worldwide company for adults seeking a change in response to their intimate and social needs.

Skills

- Business Development
- Customer Relationship Management (CRM) & Customer Service
- Technical Support
- Project Management
- Business Strategy & Planning
- Business Process Improvement
- Market Research
- Account Management
- Web Design

Work History & Experience

YESBABY

Independent Business Owner (Self-Employed)

Sep 2017 – Present (2 yrs 8 mos)

- Assembled a detailed business plan accounting for company needs presently and for the future.
- Developed a solid mission statement to gear the company towards future success and to ensure the company would always stand for something important.
- Conducted a year of "market research" in order to properly develop a business model and launch effectively.
- Solely managed the construction of the company's foundation for long-term success.
- Designed a preliminary website for my development team to reference and then converted that sample site into the main venue for the business.
- Enlisted the assistance of others (legal, marketing, artwork, technical) from across the globe (DC, India, US, Thailand) to build the best platforms possible prior to launch.
- Worked tirelessly to gear the business towards a socially acceptable standpoint so that the mission statement would have real meaning.
- Did whatever necessary to keep business construction going despite continuous interruptions and spontaneous issues that arose from early business development - made necessary adjustments as needed to the business plan to consistently keep ideas moving forward.
- Outlined the structure of the entire company, the segregation of each platform/service, and the overall cohesive design of the company's websites.
- Dedicated a year to building the platforms properly and creating advertising material so that they could be continuously useful for the business.

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Verizon Business**Business and Government Account Manager****Jan 2017 – Jul 2017 (7 mo)**

- Provided daily technical support and account assistance to existing Business and Government customers.
- Worked with any customers long-term that required extra attention or were experiencing a continuous account issue.
- Worked to sign-on new Business and Government customers whenever the opportunity presented itself; upgraded existing customers to B&G level if they qualified.
- Worked alongside other internal departments to ensure top-quality, long-term customer care.

Parris RV**Customer Relationship & Technical Support Manager****May 2013 – Nov 2016 (3 yrs, 7 mos)**

- Managed the company's CRM program to ensure the operation ran smoothly with all departments within the company. Ensured all customers were well taken care of throughout the entire purchase process and managed the relationship after sales were finalized.
- Provided consistent technical and logistical support to the sales team.
- Acted as a liaison between all three internal departments and both locations, ensuring all teams were able to work together and communicate efficiently.
- Directly oversaw the front desk operations and acted as a supervisor to all front desk staff for all departments and both locations.
- Continuously updated or improved internal systems and business processes.
- Provided technical support for computers and the internal software system to all departments whenever necessary.
- Acted as an assistant to the company owner and to the controller, completing any task required of me on a daily basis.
- Managed all entry-level customer complaints for all departments, escalating to upper management whenever necessary.
- Filled in any position whenever necessary.

Education & Volunteer Work

Culinary Arts & Restaurant Management - SLCC
Humane Society of Utah - Animal Care Volunteer