



Michelle Gleave

MEET ME

Passionate about systems and people, I have extensive experience in all areas of customer service, systems development, team management, and more. Driven by progress toward perfection and excited by innovation, I am very hardworking, organized, and meticulous while still having a great propensity for big-picture thinking and problem solving. I am very self-motivated and also work well in a team. I learn very quickly and I enjoy developing, using and sharing my skills. I am excited to be an instrument in helping the company thrive.

SKILLS & QUALITIES

Data Analysis | Office Management |
Meeting Facilitation | Scheduling |
Customer Satisfaction | Team
Management | Client Relations | Billing |
Merchant Services & Payment
Processing | Phone & Email Etiquette |
Task & Project Management | Sales | Profit
and Loss | Sales Forecasting | Inventory |
Shipping and Supply Chain |
Photography and Graphic Design |
Workflow & Systems Development |
Performance Tracking | Microsoft Suite
with high level of Excel knowledge |
Google Suite | Adobe Creative Suite |
CRM Softwares | POS Softwares | Email
Platforms | Databases | HTML | CSS |
JavaScript | JQuery | Jest | GitHub |
Responsive UI Web Design

Currently Learning:
MySQL | NoSQL | Express | Node | React

CONTACT ME

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Located | Salt Lake City, UT

EXPERIENCE

SENIOR COLLECTIONS SPECIALIST (III) | March 2019 - Present

The Center for Excellence in Higher Education

Strategically reclaiming outstanding balances from students previously deemed unrecoverable. Consistently performing at top of department, frequently earning department- and company-wide recognition (including GEM Award). Promoted more quickly than any other previous employee by continually exceeding expectations on all metrics while also going outside regular job description by creating, implementing, and maintaining systems that increased productivity and performance significantly in multiple departments.

FREELANCE GRAPHIC DESIGNER | 2016-Present

Self-Employed

Design and create ads, business cards, discount promotion materials, and informational brochures. Additional experience in logo design, typography, web design, and printing.

All work experience detailed as follows was within the Utah-based company Tricked Out Accessories. Additional work history prior to 2012 available upon inquiry.

RMA and DISTRIBUTION MANAGER | 2016 - 2019

Oversaw the return of warranted products to distributors including forms, reporting, and working with distributors to eliminate future issues. Advised executive team on purchasing, sales forecasting, and product line. Managed production and distribution of major categories of product company-wide.

INVENTORY MANAGER and PURCHASING DIRECTOR | 2014-2015

Managed product quality control, profit/loss evaluation, supply chain, and inventory on a company-wide level. Oversaw vendor relations, data analysis, and system implementation. Managed point of sale updates, maintenance, and troubleshooting. Lead bi-weekly trainings for all management on subjects such as inventory practices, ordering, product knowledge, merchandising, and sales skills.

STORE MANAGER (Provo Towne Center) | 2012-2014

Generated a high level of return customers and exceptional satisfaction rates. Hired, trained, and fostered growth for several employees that eventually reached store and district management levels. Achieved consistent profit increases, continually hit sales goals. Lead the company in organizational and merchandising strategies. Also oversaw inventory control, ordering, product knowledge, employee reviews and discipline, hiring, training and delegation, customer and team retention.

ASSISTANT MANAGER | 2011-2012

Assisted in all management, sales, and operational tasks associated with running a location (listed above in section for store management position).

EDUCATION

UNIVERSITY OF UTAH (Coding Bootcamp) | March 2021-Present

This program is an accelerated training course offered by the University of Utah covering full-stack web development.

RIVER DELL REGIONAL HIGH SCHOOL | 2007 (Accelerated Graduation)