

MICHAEL LEE

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DEDICATED CUSTOMER SUCCESS TEAM LEAD

Donation Coordinator • Client Success Advisor • Personal Lines and Health Insurance Agent
Fundraising Specialist • Outreach & Special Events • Continuous Improvement • Inbound Support

WORK EXPERIENCE

ACD Direct, Centerville, UT

Nov 2019 - Feb 2020; Sep 2022 - present

Donation Facilitation Specialist

- Processed donations for new and existing donors looking to contribute to 140 public broadcast stations and national public radio affiliates.
- Entered data accurately into a national pledge donor registry.
- Updated donor contact information and level of giving as requested.

Smilin' Pup Pet Services

Nov 2018 - present

Pet Care Specialist

- Operated an Indianapolis pet care service for 4 years, ensuring pets' safety and enrichment on every service provided.

ModSquad, Sacramento, CA

Dec 2017 - July 2019

Technical Support Agent and Digital Engagement Specialist

- Improved call handling efficiency by 10%.
- Delivered multichannel customer service for a high-volume cinema mobile application and a leading streaming network.
- Founded a digital engagement team for a major international airport that responded to customer inquiries made on publicly visible social media channels.

Interactions LLC, Franklin, MA

May 2013 - May 2014

Intent Analyst

- Supported inbound communications for 19 companies.
- Maintained 98-99% accuracy overall, ranking in the top 2% of all analysts.

EDUCATION

Indiana University School of Informatics and Computing at IUPUI, Indianapolis, IN

Multi-Device Development Undergraduate

Indiana Department of Workforce Development, Indianapolis, IN

High School Equivalency Diploma

TECHNOLOGIES, LICENSES, & AFFILIATIONS

Technologies: MS Word, Google Suite, Zoho, Zendesk

Licenses: Indiana Department of Insurance Resident Producer, Accident & Health, and Personal Lines

Affiliations: National Technical Honor Society; GoDaddy Customer Advisory Board