**Michelle LeClair**

(908)-872-6586 | michelleleclair194@gmail.com

**EDUCATION**

**Binghamton University, State University of New York**

*Bachelor of Arts in Sociology, Minor in Education* *December 2018*

**Cumulative GPA:** 3.50 / 4.00

**PROFESSIONAL EXPERIENCE**

**InstallGas Remote** *Account Administrator* *2017 - 2020*

* Assisted with highly sensitive accounts payable operations including tracking of expenditures and invoices
* Responded to customer questions and concerns through the instant messaging system Instaply and RingCentral
* Scheduled installations as well as building and plumbing inspections for all jobs
* Created and maintained social media platforms including Alignable, Facebook and LinkedIn
* Conducted follow-up emails, texts and phone calls to acquire clarification on missing data from the clients
* Calculated, compiled and distributed monthly statements to clients
* Accurately reported job completions and status of assignments that were unable to be completed by installers
* Maintained and updated customer files, data processes and job quotes for billing in a timely manner
* Saved the company $1,500 by analyzing and identifying several accounting discrepancies
* Connected with team members thorough Slack and Zoom to discuss projects and assignments
* Reviewed, verified and processed all information for incoming jobs and inspections accurately into a SQL database

**Town of Apex Apex, NC**

*Customer Service Representative*  *2018 - 2019*

* Responded to public inquiries and resolved customer issues by providing exceptional customer service
* Maintained accurate records of payments for memberships, registrations and licenses
* Processed registration forms, memberships and venue reservations for events
* Managed public and internal requests for information and services provided by the department
* Assessed customer needs to screen and direct incoming phone calls
* Conducted cashier functions including the receiving and posting of payments

**New Jersey Festival of Ballooning Whitehouse Station, NJ**

*Customer Service Supervisor* *Summers 2011 - 2017*

* Oversaw the training, payroll, scheduling and time-off requests for 13 employees
* Supervised employee phone calls with prospective customers, providing feedback to improve customer service
* Communicated answers to customer’s questions in-person and via the phone regarding the festival
* Worked proactively with management team to maintain awareness of upcoming events
* Processed, sorted and shipped ticket orders for as many as 100,000 clients globally
* Managed incoming and outgoing mail, utilizing attention to detail

**Party City Bridgewater, NJ**

*Front End Supervisor* *2012 - 2015*

* Led the training process of 12 newly hired employees for various Customer Service positions
* Delegated responsibilities to staff for efficiency and enhanced service
* Provided quality customer service and problem solving, which resulted in promotion from Sales Associate
* Balanced cash register daily and completed cash/credit transactions utilizing quantitative skills
* Organized and maintained inventory daily to ensure stock is up to date and increase overall daily sales
* Processed returns and exchanges, maintaining adherence to store policy

**SKILLS**

**Technical Skills:** Proficient in Microsoft Office Suite, Google Suite, Zoom, Data Entry, Instaply, RingCentral, Slack, HTML, CSS, Social Media Marketing