# Michelle Shea

## Team Lead Trainee

Neenah, WI 54956

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I am a self-motivated team player and individual contributor recognized for providing above-and-beyond service. I am currently seeking a full-time permanent support position where I may utilize and build upon my knowledge, skills and drive to meet and exceed expectations. I am seeking to work remotely if position is not local.

Authorized to work in the US for any employer

## **WORK EXPERIENCE**

**Team Lead Trainee - Cisco Customer Partner Support**

Convergys

-Appleton, WI-

February 2014 to Present

Responsibilities   
• Primary Role: Team Lead Trainee/Cisco  
   
Additional Responsibilities   
• Backup TL duties including workflow assessment and team organization, case assignment, same-day schedule and payroll edits or adjustments, agent support   
• New hire program-ready training for Cisco Services:  
 - Service Quoting   
 - Profile Management   
 - Service Contract Management   
 - Ordering and Booking   
 - Order Management   
• High Complexity Quote creation, edit and validation   
• Pricing and discount application   
• Order and Conversion failure resolution   
• Services floor assistance (onsite)   
• Case handling (General and time-sensitive)   
• Hosting and participation in WebEx meetings and conference calls for training and analysis review   
   
Tools and Applications:   
CSCC, CRM (Salesforce), Excel, Word, Outlook, Jabber, WebEx,Cisco.com, IEX, Workday, Estart

**Coffee Shop Manager**

Waupaca County Coffee Company

-Waupaca’ WI-

June 2010 to September 2010  
   
• Face-to-face Customer Service   
• Barista services   
• Food prep and sandwich(panini) making   
• Interviewing and training of part-time employees   
• Inventory control   
• Frequent cash handling, usage of credit card machine/cash register   
• General cleaning and sanitation of food and beverage areas   
• Weigh, flavor, package, label, shipping and distribution of bulk coffees/coffee supplies to various businesses and private parties

**Service Support Rep - Cisco SSC**

Convergys

-Appleton, WI-

January 2009 to June 2010

Appleton, WI   
   
• Assisted and instructed resellers/distributors/partners in navigation and usage of online tools to quote maintenance coverage of computer-related hardware and software items   
• Participated in end-of-quarter time-sensitive case resolution via voluntary overtime   
• Appointed to a pilot chat program   
• Selected as a focus support team representative providing individual support for high-priority partners via online rapid case resolution

**Customer Service Representative**

Modern Business Machines

-Appleton, WI-

June 2007 to January 2009

• Placement of service calls to technicians for machine repairs via service request tool   
• Placement of supply orders   
• Entered and updated maintenance contract details, meter readings and customer information within the company database   
• Greeted current and prospective clients with a professional and friendly manner   
• Responded to inquiries and transferred incoming calls as back-up afternoon receptionist

**Apartment Manager**

Wright Weber Management

-Menasha/Appleton-

October 2007 to June 2008

Bridgeview Apartments   
AND   
Glory Lane Apartments March 2012-September 2012   
   
• Provided timely phone responses and viewing of vacant apartments to prospective tenants   
• Conducted background checks for rental approval process   
• Maintenance of 48-unit property ie. yardcare, snow removal, move in/move-out cleaning   
• Ordering and installation of basic household replacement parts   
• Filing, signing and explanation of lease specifics, rules and regulations   
• Fax/mail required paperwork to corporate office   
• Door to door collection of past due rent/late fees   
• Process and post written warnings for lease violations

**Account Resolution Specialist and General CSR**

Pitney Bowes

-Neenah, WI-

June 2004 to September 2005

Processed billing changes/adjustments   
• Researched/updated customer information   
• Setup/update/cancel credit card information   
• Cancellation of maintenance coverage   
• Answered multi-line phone system   
• Assisted customers with credit card billing questions and issues 

## **EDUCATION**

**Diploma in General**

Waupaca High School

Waupaca, WI

## **SKILLS**

Microsoft Office (10+ years), Quoting (5 years), Contract Management (5 years), Problem Resolution (10+ years), Typing (10+ years), Property Management (2 years), Training Delivery (4 years)

## **ADDITIONAL INFORMATION**

\*\*\*Not seeking relocation - preference is to work remotely from home if local position unavailable\*\*\*