

Michelle Niedner

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PROFESSIONAL EXPERIENCE

Knapheide Manufacturing Company, Quincy IL

Technical Documentation Specialist | Sept 2013- Present

- Writes/creates and edits a variety of technical process documents including Quality Standards, Standard Work Instructions, and other reference & training materials.
- Collects & evaluates information from multiple sources; identifies, notes, & resolves any contradictions; and compiles the information into clear, concise, organized, user friendly formats using consistent terminology for preparation of Quality Standards and Work Instructions.
- Edits, standardizes, and makes changes to preliminary material prepared by other technical document contributors.
- Keeps current with & adjusts to new information design strategies and new releases of publishing tools used.
- Reviews published materials; recommends revisions or changes in scope, format, content, and methods of reproduction and binding.
- Creates effective On-Line Training Documents & Videos.
- Conducts live presentations of Training Documents & Videos.

Fifth Gear Fulfillment, Louisiana MO

Quality Assurance Supervisor | Oct 2012- Aug 2013

- Evaluates all interaction types, delivery channels and opportunities for consumer engagement including phone calls, chat and email.
- Employs systematic monitoring schedule to ensure contact sampling across days, weeks, months and contact types consistent with contractual obligations and agent performance requirements.
- Reports QA performance using methods to identify trends in strengths/weaknesses at both the group and individual level.
- Orchestrates internal and external calibration sessions to identify customer needs and expectations.
- Actively participates in the training and coaching of existing and new members of the Contact Center team. Makes recommendations to existing training program resulting in enhanced agent performance.
- Monitors QA team performance by validating scores, measuring productivity, and conducting remedial training, coaching, and corrective actions.
- Produce QA related training documents for multi-media deployment.
- Worked with Fifth Gear functional teams to identify, research, and resolve customer complaints by troubleshooting and utilizing critical thinking and problem solving skills to identify the root of customer dissatisfaction. Reported service gaps to prevent redundancy.
- Manages individual and team performance and develops members through the Fifth Gear appraisal process.
- Identifies and defines yearly goals, objectives, projects and timelines for the department and conducts quarterly reviews of progress and results.

Written Communications Supervisor | May 2011 - Oct 2012

- Developed the Written Communications department from the ground up to include the implementation of email management and live-chat software.
- Managed the recruiting, testing, training, scheduling, productivity, quality adherence and service level agreements for the communications team.

- Produced customer service related written response templates reflective of brand voice.

Call Center Customer Service Agent | Sept 2010 - May 2011

- Applied appeasements commensurate with service deficits, consistent with partner guidelines, policies and procedures.
- Met productivity goals and call quality assurance standards on a monthly basis through adherence to the QA scorecard, Call Guide and partner mandatory scripting.

Energy Saver LED, St. Louis MO

Director of Sales & Marketing | Feb 2009 - May 2011

- Led effort to secure US patent pending status on proprietary LED lighting products.
- Secured UL Certification for LED lighting products.
- Devised comprehensive marketing plan including national trade shows, digital, and print media.

Harrah's Hotel & Casino, St. Louis MO

Casino Table Games Supervisor | Aug 2005 - Nov 2008

- Provided excellent customer experience by adhering to elevated service standards.
- Supported gaming integrity by finding reasonable solutions to gaming errors.
- Managed several large bankrolls simultaneously, remained compliant with all regulatory laws, and adhered to strict reporting procedures.
- Actively coached new and changed game procedures and was directly responsible for eight subordinates' development including monthly training activities and annual performance reviews.

Hotel Tour and Travel Sales Supervisor | 2000 - 2002

- Identified various travel markets and qualified the viability of potential clients.
- Coordinated with several other departments including Finance and Player Development to establish pricing for goods and services.
- Coordinated with other travel professionals including venue provider, transportation provider, equipment provider, and menu planners in order to provide optimal group experience.
- Planned in-house events such as Harrah's Annual Employee Golf Tournament, banquets, employee celebrations and training events.
- Maintained, trained, and developed a staff of two persons including preparation of annual performance reviews.

EDUCATION & ACADEMIC HONORS

Certified Quality Assurance Professional, Benchmark Portal, 2013

Geary Award Winner, Fifth Gear Fulfillment, 2013

Associate of Architectural Technology, Ranken Technical College, 2005, Suma cum Laude

American Institute of Architectural Students, Chapter President 2003-2005

Teacher's Assistant, 2003-2005

Phi Theta Kappa, Member 2003-2005

Academic Disciplinary Review Board, Member, 2004-2005

TECHNOLOGY

Advanced skills in Microsoft applications

Advanced skills in digital media presentation with proficiencies in Photoshop, Dreamweaver and Snagit

Advanced skills in CAD with proficiencies in AutoCAD and experience with DrawVision and SketchUp

Advanced skills in telephony systems including Aspect, Enterprise Monitor, AQM and Live Person

Advanced skills in order management systems including Controller+ and Sigma Commerce

Continuing education in Time Management, Effective Written and Verbal Communications, Hiring and Recruiting, Labor Law, Conflict Resolution, Project Management

REFERENCES

Denise Golemb, former Director of Call Center, Fifth Gear Fulfillment - (608)770-1338
Missy Borchardt, Professor of Architecture, Ranken Technical College - (314) 323-1243
Gary Gillespie, supervisor, Hollywood Casino - (636) 579-9422
Rene Cope, personal reference - (314) 306-5016