

Michelle Niedner

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Professional Experience

Knapheide Manufacturing Company, Quincy IL

Corporate Quality Technician II | January 2016 - Present

- Continue to perform the duties of the Technical Documentation Specialist listed below.
- System Administrator for several quality related portal applications including the Quality Control Application, Document Library, Training Tracker, and Corrective Action Application.
- Report Quality Control performance using metrics which identify trends in utilization, first pass yield and reject type by form, product line, category, and technician.
- Actively participate in the training new members of the Quality Assurance team.
- Utilize critical thinking and problem solving skills to identify, research and resolve installation issues.
- Work with Knapheide functional teams to identify and investigate root cause of process errors and implement corrective actions for resolution and to reduce redundancy.
- Identify and define yearly goals, objectives, projects and timetables for the department and conduct reviews of progress and outcomes.

Technical Documentation Specialist | Sept 2013 - January 2016

- Create and revise a variety of technical process documents including Quality Standards, Standard Work Instructions, and other reference and training materials.
- Collect and evaluate information from multiple sources; identify and resolve contradictions; and compile the information into clear, concise, organized, user friendly formats using consistent terminology for preparation of Quality Standards and Work Instructions.
- Edit preliminary material prepared by other technical document contributors in order to standardize documentation across many facilities and departments.
- Keep current and adjust to new design strategies and new releases of publishing tools.
- Review published materials; recommend revisions or changes in scope, format, content and methods of reproduction and distribution.
- Produce effective training documents and videos and conduct live presentations of the material.
- Work with external and internal IT resources to develop and make improvements to the Quality Control Application in keeping with the evolving KTQMS plan.
- Conceptualize and develop a repository and management tool for published documentation and coordinate with IT resources to produce the Document Management System.

Fifth Gear Fulfillment, Louisiana MO

Quality Assurance Supervisor | Oct 2012- Aug 2013

- Evaluated all interaction types, delivery channels and opportunities for consumer engagement including phone calls, chat and email.
- Employed systematic monitoring schedule to ensure contact sampling across days, weeks, months and contact types consistent with contractual obligations and agent performance requirements.
- Arranged and facilitated internal and external calibration sessions to identify customer needs and expectations.
- Produced Quality Assurance related training documents, managed individual and team performance and developed staff through the Fifth Gear appraisal process.

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.

PCA, St. Louis MO

Director of Sales and Marketing | Feb 2009 – May 2011

- Led effort to secure US Patent Pending status and UL Certification for proprietary LED lighting products.
- Devised comprehensive marketing plan including logo creation, brand development, and product identity for two primary product lines.
- Responsible for participating in national trade shows, creation of all digital and print media including creation and maintenance of company's multiple websites.
- Conducted live presentations of product lines in the US and Mexico.
- Developed strategic partnerships with distributors, contractors and national retailers.

Harrah's Hotel and 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 providers and qualified clients based on historical gaming data.
- Coordinated with Finance and Player Development departments to establish pricing for goods and services based on qualification of the client.
- Coordinated with other travel professionals including venue provider, transportation provider, equipment provider, and menu planners in order to provide optimal group experience.

Education & 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 Office Suite
- Advanced skills in digital media presentation software with proficiencies in Photoshop, InDesign, Dreamweaver, Premier Pro, Camtasia Studio and Snagit
- Proficient in multiple programming languages including HTML5, PHP, CSS and Bootstrap, a framework for development of responsive websites.
- Advanced skills in CAD with proficiencies in AutoCAD, 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, Root Cause Analysis, Quality Improvement Fundamentals, and 8D Problem Solving

References

Denise Golemb, former Director of Call Center, Fifth Gear Fulfillment - (608)770-1338

Missy Borchardt, Dean of Enrollment, Ranken Technical College – (314) 323-1243

Gary Gillespie, supervisor, Hollywood Casino – (636) 579-9422

Rene Cope, personal reference – (314) 306-5016