

# MICHELLE RAFFTERY

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## Customer Service Representative

**Provide account management, exceptional customer service with quality results.**

Recognized by customers for approachable style, ability to relate well with concerns and excellent listening skills. Quickly assess customer needs, diffuse challenges and follows through to execute resolutions to deliver on-time results. Expert at tracking challenges using ERP database system.

| Epicor | Visual | ERP | CRM | Manufacturing | Supply Chain | Inventory Control |  
| Process Order | Purchasing | Distribution | Logistics | Microsoft Office |

### Professional Experience:

#### Customer Service Manager

12/2018 to 06/2020

Rayven Incorporated, St. Paul, MN

Serves as a primary point of contact between customer relations, sales team, production, quality, and shipping through consistent, and constant communication both written and verbal. Ensuring the successful delivery of Rayven materials in the most accurate, efficient, low cost effective, and satisfactory manner while exceeding customer's expectations. Provide acknowledgments to customer for new orders, with confirm unit pricing and delivery dates. Notified customers of late deliveries in a timely manner, requested approval to ship product early or expedite orders as needed.

- Exceptional customer service skills, establishes, maintains, and builds relationships with both external and internal customers such as Vice President of Operations, Vice President of Sales, Quality Manager, Production Manager and Controller.
- Proactively identified and implemented strategies for process improvement.
- Strong organizational analytical skills and able to manage priorities and workflow independently.
- Developed solutions by involving colleagues in a collaborative team-based problem-solving process while balancing the best interest of the customer with plant capabilities.
- Analyzed production schedule and parameters to identify changes in schedule and notify customers and sales team with detailed information, provide inventory levels, and expected ship dates.
- Assisted in project management process on new product lines and line extensions from start to finish.

#### Account Coordinator

5/2015 to 11/2018

TCR Engineered Components, Brooklyn Center, MN

Liaison between the high-volume customers, sales team, manufacturing, and operators ensuring adherence to the production schedule to meet all deadlines. Addressing and communicating concerns to Vice President of Operations, Sales Manager, Product Development and Quality Managers with adequate information.

- Order processing including sales orders, blanket purchase orders, supplier releases, changes in forecast, confirm ship dates, pricing, expedite orders and adjust accordingly.
- Responded to inbound customer calls and emails regarding order inquiry with billing discrepancies, quality issues and generate RMA's.
- Requested forecast from customer and load six months in advance to TCR order books, labor, scheduling, and raw material.
- Identified, investigated, and resolved customer's questions using Epicor software. Report changes in customer activities with forecast and orders to provide adequate monthly reports.

#### Customer Service Expert

2/2013 to 7/2015

Metro Wine & Spirits, Lino Lakes, MN

Greet customers; address customers in merchandise selections, conduct sales of product and respond to questions. Assisted in daily sales and support operations with marketing strategies for weekly specials, event planning and update websites.

- Verified age identification of customers, perform accurate check out functions, includes scanning, entering sales transaction and handling cash.
- Facilitated incoming deliveries, verify pricing, maintain point of purchase, and performed inventory management stock levels.
- Increased sales through repeat business with effective professional working relationships.

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**Additional Relevant Experience****Manager/Event Planner**

2/2010 to 10/2012

Jimmy's Food &amp; Drink and Event Center, Vadnais Heights, MN

Successfully managed and assisted in the control of daily operations in dining room, sports bar, and event center. Ensured that guests received the highest quality of service with a positive and unique service experience.

- Implemented the company's marketing and product campaigns with customer and employees.
- Scheduled and coordinated the requirements for event planning with Director of Catering and Chef.
- Recruited, hired, and trained staff in accordance with Jimmy's Food & Drink and Jimmy's Conference and Catering guidelines.
- Pre-shifted daily information pertinent to front of house staff for operating an effective and successful business.
- Answered phones, recorded customer reservations, resolved customer questions, replied to voicemails, responded to emails, and resolved discrepancies when necessary.

**Manager/Event Planner**

9/2008 to 10/2009

D'Avita Ristorante', North St. Paul, MN

Managed daily cash flow, analyzed all financial reports, reviewed, approved, and submitted payroll of thirty-five employees. Maintained the front of house schedule four weeks in advance while controlling labor cost.

- Hired and trained all front of the house staff according to D'Avita Ristorante' grand expectations.
- Provided superior customer service, priding myself to be a yes company.
- Launched advertising and marketing campaigns focusing on building clientele along with confirming banquet menus for private venues.
- Managed incoming calls, emails, and walk-ins for unique events.

**Education****APICS, Master Planning of Resources**, Rasmussen College, Brooklyn Park, MN**APICS, Supply Chain Management**, Rasmussen College, Brooklyn Park, MN**NAPM, Purchasing Management**, Saint Paul College, St. Paul, MN