

Michelle McGuckin

28059 Pinehurst • Roseville, MI 48066

CELL PHONE 586-484-2068

Mcguckin@umich.edu

PROFESSIONAL EXPERIENCE

Floor Savers, Troy, Michigan

Systems Administrator

03/12-09/12

- Independently launched a customer resource management database to professionalize the business, increase efficiency, and increase top-management oversight.
- Managed and supported company-wide database communication and security.
- Redesigned operational procedures, eliminating 4 process steps and increasing organizational efficiency.
- Automated manual quality control reporting functions with database forms.
- Increased accountability for sales managers by querying sales data and tracking commissions.
- Obtained mobile on-site sales capability with real-time database updates.
- Interfaced QuickBooks to eliminate double-entry. Thereby, decreasing the accounting department's work load 50%.
- Developed training sessions and manuals for all business departments' database features.

Administrative Assistant

08/11-03/12

- Answered phone calls, greeted clients, and scheduled appointments.
- Assisted with quality control and processing client orders.
- Managed information technology and improved productivity by utilizing Excel spreadsheets and other PC-based tools.

EDUCATION AND TRAINING

University of Michigan-Dearborn, Dearborn, Michigan

- Bachelor of Business Administration - Supply Chain Management, expected graduation May 2013.
- GPA 3.96/4.0

Oakland Community College, Royal Oak, Michigan

- Associate in Business Administration with a Concentration in Accounting, 2008-10, completed 60 credits.
- GPA 3.99/4.0

MEMBERSHIPS AND ORGANIZATIONS

Supply Chain Association (SCA)-University of Michigan-Dearborn

09/11-Current

President, 2011-current.

- Elected by fellow peers for a leadership role: tripled campus association to more than 15 active participants.
- Develop networking occasions through affiliation with Institute for Supply Management, a professional trade organization.
- Facilitate supply chain related career and internship opportunities for club participants with 100% placement rate.

Students in Free Enterprise (SIFE)

03/12-Current

Entrepreneurship Academy volunteer, 2012.

- Participated in a mentorship program designed to familiarize high school students with business strategy.
- Prepared two high school juniors for a business competition leading them from product development to product launch.

HONORS AND AWARDS

- Recipient of the **Dean's Scholar**, *The University of Michigan-Dearborn*, 2013.
- Recipient of the **Student Difference Maker**, *The University of Michigan-Dearborn*, 2013.
- Recipient of the **James B. Angell Scholar**, *The University of Michigan-Dearborn*, 2013.
- Recipient of the **Slosberg and Sorscher Memorial Scholarship Award**, *The University of Michigan-Dearborn*, 2012.
- Recipient of the **Rebecca Ann Campbell Memorial Scholarship Award**, *The University of Michigan-Dearborn*, 2012.
- Recipient of the **Transfer Scholarship Award**, *The University of Michigan-Dearborn*, 2011.
- Achieved **University Honors**, *The University of Michigan-Dearborn*, Fall 2011, Winter 2012 & Fall 2012.
- Achieved **Dean's List** status, *The University of Michigan-Dearborn*, Fall 2011, Winter 2012 & Fall 2012.