

Michelle Randles

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Education

Georgia State University, J. Mack Robinson College of Business

Bachelor of Business Administration, Managerial Science

Anticipated Graduation

May 2020

- Member, Society for Human Resource Management

Associates of Business Administration

July 2018

Spanish (Conversational)

Professional Experience

C.H. Robinson, Atlanta, GA

January 2019- Present

Intern, Account Coordinator

- Partner with Account Manager and internal resources to ensure account processes of up to 1.4 million net revenue
- Monitor 40 customers and coordinate daily logistic activities, including load information, delivery times, price verifications, and ship quantities
- Understand customer workflows, preferences, and SOPs to create effective solutions
- Utilize data and reporting to identify and improve service results in order to meet customer expectations
- Builds relationships at a tactical level to fulfill customer's business needs

M.Lavishment, Alpharetta, GA

May 2017- Present

Owner

- Complete portfolio of 50 refinished furniture pieces sourced through various product channels
- Provide creative services to clients with commission-based furniture
- Sell products online using social media strategies, targeted demographics, and selling platforms
- Participate in local pop-up shops and artist markets
- Featured by FLOURISH Networking for Women, Southeast Region

Andrew Young School of Policy Studies, Atlanta, GA

September 2018-December 2018

Assistant, Office of Academic Assistance

- Assist with administrative duties including data entry, filing, and customer service
- Schedule and coordinate appointments for 7 staff members overseeing 1,100 students
- Manage and direct incoming phone calls, and assist several walk-in visitors daily
- Use of Salesforce and Microsoft Suite software for correspondence, scheduling, and reports

Lucky Brand, Alpharetta, GA

May 2018-November 2018

Supervisor

- Lead weekly sales targets with 22% customer conversion and above-average daily transactions
- Won "Top Units per Transaction Sold" award, year to date as of June 2018
- Mentor incoming Sales Associates to establish a cooperative and efficient team in a fast-paced environment
- Coordinate seasonal marketing efforts, maintain displays, and collaborate with brand ambassadors
- Compile analysis reports with daily sales goals and generate end of day calculations