

MICHELLE ORSMAN

DETAIL-ORIENTED PROFESSIONAL PURSUING NEW CAREER PATH AND OPPORTUNITIES

CONTACT

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EDUCATION

2003

ASSOCIATES IN BIOLOGICAL
SCIENCES

Cowley College
Arkansas City, KS

EXPERTISE

||| PROFESSIONAL SKILLS

Product knowledge

Organizational skills

Multitasking abilities

Staff training and development

Process improvement

Client retention

Customer satisfaction measurement

Time management

||| PERSONAL ATTRIBUTES

- Hardworking
- Organized
- Diligent
- Responsive
- Resourceful
- Accountable

PROFILE

Detail-oriented professional with strong communication, teamwork, and problem-solving skills. Highly skilled in spatial awareness for navigation and organizing tasks. Well-regarded for friendliness, dedication, and hard work. Adaptable and results-driven with a focus on efficiency and growth. Balances kindness and empathy to boost customer satisfaction.

EXPERIENCE

October 2014 - Present

INTERIM SERVICE MANAGER, PROMOTED FROM FIELD TECHNICIAN

Schendel Pest Control, Wichita, KS

- Acted as an interim manager during vacancy and transition.
- Supervised in-office and in-the-field operations.
- Scheduled assignments and dispatched twelve field technicians.
- Pest control for clients, both residential and commercial.
- Scheduled workload and tickets and set up customer accounts.
- Managed accounting and financial end-of-month reports.
- While managing the office, my accounts maintained:
 - Net Promoter Score (NPS) consistently 98% or higher
 - Customer completion rate of 97+%
- Customer cancellation rate <1%

April 2012 - October 2014

PRESORT PRODUCTION

Postal Presort, Wichita, KS

- Sorted incoming mail and prepared outgoing packages according to USPS regulations.
- Demonstrated excellent organizational skills, managing multiple tasks simultaneously in a fast-paced environment.
- Processed orders efficiently while ensuring compliance with established guidelines and procedures.
- Oversaw printing, sorting, folding, and stuffing mail for all postal clients..
- Maintained strict confidentiality for all mail processed in our location
- Performed equipment maintenance for all relevant machines.

AWARDS & RECOGNITIONS

- Schendel Pest Control Residential Technician of the Year 2017
- Passed AIB International Audits
- Passed Safe Quality Foods Institute (SQF) Audits
- Zero (0) at-fault accidents or tickets in 9+ years of daily travel
- Customer cancellation rate <1%