



MICHELLE HALBERG

*Office Manager &
Logistics Specialist*



Las Vegas, NV 89130



(612) 859-9769



MHalberg10@gmail.com



Linkedin.com/in/michellehalberg

SKILLS

Organization, Problem Solving, Planning,
Time Management, Detail Oriented,
Microsoft Office, Oracle, Social Media,
Google Application Suite, SAP, QuickBooks,
Customer Service, Vendor Management,
Warehouse Operations, Scheduling, Net
Suite, Communication

EXPERTISE

Office Management, Implementation,
Training, Process Improvement, Project
Management, Data Analytics,
Warehouse Operations, Logistics &
Receiving, Administrative Excellence,
Business Management, Staff
Management, Standard Operating
Procedures

CERTIFICATIONS

Six Sigma Green Belt Certification
G&K Services

PROFESSIONAL SUMMARY

An operations and administrative excellence leader with strong background in supporting the development of streamlined procedures, communications, and business initiatives to deliver high impact results internally and externally. Serving as a liaison between senior leadership, customers, colleagues, and vendors to streamline flow of information, adherence to organizational objectives, and revenue growth.

PROFESSIONAL EXPERIENCE

AlSCO – North Las Vegas, NV

10/2017–Present

Central Stockroom Manager

- Provided supervision over 7+ employees and a central stockroom supporting 10 concurrently-operating branches throughout California, Nevada, Utah, and Arizona.
- Administered best-in-class customer service to internal customers, processing orders on time and accurately to ensure customer satisfaction and retention.
- Ensured operational efficiency by implementing key initiatives and programs streamlining logistics, exceeding business performance forecasts and operational objectives by effectively training employees to optimize production by 5%.

G&K Services – Minnetonka, MN

1/1994–7/2017

Regional Business Manager (2015–2017)

- Led the successful development of 30+ administrative employees across the East Coast region, including office managers, accounts receivable and payable, customer service, sales support, collections, data entry and reception.
- Frequently called upon by senior leadership to restructure and optimize office functions, training office staff and management to ensure alignment with company objectives, policies, and procedures.
- Created ad-hoc reports, data analytics and productivity reports to identify revenue opportunities and areas for improvement, leading to the creation of initiatives that reduced the region's bad debt reserve by \$300K—and directly resulting in the achievement of the highest production results in the company.
- Consistently recognized by internal stakeholders for facilitating streamlined accounts receivable processes and taking the appropriate action to ensure full and timely collection.

Acquisition Integration Manager (2007–2015)

- Successfully managed the strategic acquisition and integration of 25+ acquired companies, leading revenue-generating projects across IT and business development to effectively coordinate infrastructure initiatives.
- Supervised a 2-person team leveraging data analytics to identify areas for improvement, coaching and mentoring office staff to address performance gaps limiting production while increasing accountability.
- Assisted in the adherence to project timelines—scheduling personnel to assist during conversion of acquired companies, and training office management, staff, service and production teams on company systems, policies, and procedures.
- Collaborated with location management teams and project professionals to support end-user adoption with software and equipment training, driving customer success, satisfaction, and retention.

Internal Auditor (2005–2007)

- Conducted scheduled internal audits of company processes—gathering data from various sources and interviews to identify areas of focus, and subsequently providing accurate performance reports to executive leadership supporting the implementation of corrective action.

Office & System Development Manager (2004–2005)

Business Analyst (1999–2004)

Support Center Manager (1994–1999)

REFERENCES: AVAILABLE