Michelle Benewiat

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**Profile**

Dependable, motivated, organized, out-going and hard-working individual with 16 years of successful work experience. Talent for learning systems/procedures efficiently and quickly. Highly detail-oriented and able to stay focused and calm when under pressure. Maintain a high level of confidentiality.

**Work Experience**

**Eye On Quality, LLC./Chief Quality Specialist** (2013-Present)

* Consult with clients about process and procedures
* Copy edit courses
* Meet all deadlines and keep costs to agreed upon amounts
* Marketing research
* Provide excellent customer service

**Essential Learning/Total Quality Specialist** (2009-2013)

* Ensured that courses were released error free and always before the deadline for release
* Managed workload for my department in Quickbase
* Researched problems and fixed all maintenance issues
* Made grammar and style fixes in Lectora software program
* Copy edited courses
* Managed relationship with Contractors by assigning work assignments/training
* Managed two projects with the Director of Instructional Design and completed them on time and correctly
* Helped successfully manage partner relationship with outside clients

**Cleveland Leadership Center/Executive Assistant** (2008-2009)

* Supported the President/CEO of a Non-profit company
* Event Planning – Successfully planned event for 400 distinguished guests
* Raiser's Edge Database contact
* Contact for Board of Trustees
* Successfully managed check processing, invoicing, scheduling
* Helped write the Standard Operating Procedures
* Supported Operations Department and Civic Engagement
* Proofed all documents for Marketing, Civic Engagement and Operations

**Dealer Tire/Executive Assistant** (2006-2007)

* Supported 3 Directors, 10 Divisional Managers and 3 Training Managers by managing their schedules, travel arrangements, organizing meetings and providing assistance to 54 outside team members
* Sales New Hire Administrator including schedules, travel arrangements, supplies and paperwork for Human Resources
* Organized National Sales Meeting for the Sales department (over 150 people)
* Supported major hiring initiative which doubled the Sales force in 18 months
* Saved the Company over $10,000 in flight accommodations by researching fares on the Internet

**Skills Summary**

Project management, self-starter, detail-oriented, written & oral communications, customer service, front office

**Computer Skills**

MS Office Suite, Lectora, Articulate, WordPress, Raiser’s Edge, QuickBase, OpenAir, 80 WPM, 10-key

**References**

References available upon request.