

# MICHELLE WRIGHT

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## QUALIFICATIONS PROFILE

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Talented and motivated **Administrative Coordinator** with more than 17 years of experience planning, organizing, coordinating and administering quality programs, contracts and services.

- A process-oriented leader whose ability to consistently streamline operations has resulted in increased efficiency, quality and customer satisfaction.
- Significant background in problem identification, problem solving and strategic development.
- Excellent interpersonal skills; able to foster close working relationships with management, team members, partners, vendors, students and people of all ages and multi-cultural backgrounds.
- Strong project management, leadership and communication talents; capable of leading and directing teams to complete projects within time and budget requirements.
- Technically proficient with MS Word, MS Excel, WordPerfect and MacDraw I.

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## EDUCATIONAL BACKGROUND

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### **Master of Public Administration**

*Concentration in General Management & Training and Development*

### **Bachelor of General Studies; Concentration in Communication**

*Minor in English and Public Administration*

UNIVERSITY OF NEBRASKA AT OMAHA – Omaha, NE

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## PROFESSIONAL EXPERIENCE

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DELTA AIR LINES, ATLANTA, GA

*Built an impressive record of achievement and advancement for this international airline based on consistent contributions to customer satisfaction, problem resolution and process improvement.*

### **Customer Service Gate Counter / Agent In Charge**

**Department of International Gate Agent, 2006–2008**

Recruited to manage and coordinate all initiatives for the Customer Service Gate counter and ensure the successful on-time arrival and departure of flights. Analyzed and resolved all customer service issues.

- Credited for enhancing customer relationships by addressing inquiries, resolving issues, and serving as an informational resource.
- Awarded Above and Beyond Award (2005); Outstanding Customer Service Award (2003); and Safety Awareness Recognition Award (2003).
- Recipient of numerous Complimentary Letters for outstanding customer service.

**Coordinator, Airport Coordination Center, 2005-2006**

Promoted to monitor and coordinate arrival and departure initiatives for 8 gates simultaneously. Collaborate extensively with Pilots, Flight Attendants, Gate Agents and Ramp, Maintenance, Group Support, Fuel, Catering and Cabin Service personnel to analyze and resolve all delay and safety issues. Document delayed flights and associated causes for Shift and Department Managers.

- Entrusted with full accountability for decision making regarding flight status and adherence to customer service, timeliness and safety standards.
- Recognized for successfully analyzing and resolving customers' issues utilizing numerous computer applications and software.

**Customer Service Gate Counter / Agent In Charge**

**Department of Domestic Gate Agent, 1997–2005**

The same responsibilities as the International Gate agent but less security measures.

**Data Input Agent, 1996–1997**

Chosen to input cargo invoicing data into proprietary application for international and domestic flights.

**Cargo Booking Agent, 1995–1996**

Assisted customers with successfully scheduling and booking traveling pets for international flights.

**Ramp Agent, 1994–1995**

Effectively ensured appropriate loading and unloading of passenger's bags, cargo and freight for domestic and international flights.

METROPOLITAN COMMUNITY COLLEGE, Omaha, NE

**Grant Development Intern, Department of Planning and Development, 1994**

Assisted in conducting research, compiling data and preparing draft sections and budgets for grant proposals. Attended and compiled minutes for project planning, development and management meetings.

UNIVERSITY OF NEBRASKA, Omaha, NE

**Graduate Teaching Assistant, Goodrich Scholarship Program, 1992–1994**

Provided teaching, administrative and research support to English and Minority Studies Professors. Prepared study guides, graded exams, tutored students and delivered lesson plans. Conducted group and individual study sessions for scholarship recipients.

**Staff Secretary II, Department of Audiovisuals, 1988–1992**

Planned, scheduled and administered operations for the department, including data entry, mail distribution, filing and reporting. Managed confidential correspondence, appointments and meetings. Designed and delivered presentations to staff, faculty and students on audiovisual services. Supervised departmental support staff.