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Michael Vonch

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Customer service, sales, management and production.

Authorized to work in the US for any employer

Work Experience

Palletizer / Sanitation

Pace Dairy Foods - Rochester, MN
August 2022 to December 2022

- Stack, record and move product as it comes off the line.
- Communicate and help line run efficiently.
- General house keeping and deep sanitation.

SI Assembler 2

Benchmark - Rochester, MN
April 2022 to July 2022

Assembled components, tested and packed for shipping. CIS certified

Site Director

GS Labs, LLC - Maplewood, MN
April 2021 to January 2022

- Verify patient insurance eligibility
- Hiring, training staff
- Answering client escalations
- Recording test results
- Inventory and purchasing
- Policy creation and implementation

Team Leader

H&R Block - Rochester, MN
December 2020 to April 2021

- Appointment setting & management
- Managing staffing levels and workload
- Processing pre-tax interviews
- P.O.S. processing and trouble shooting
- Handle client inquiries

Warehouse Associate

Country Bathhouse - Rochester, MN
August 2020 to September 2020

- Receiving, sorting, verifying, storing daily deliveries and communicating stock levels.
- Assessing partial orders, labeling, packaging and communicating open product needs to fill orders in an expedited fashion.
- First to step up to the odd task with gratitude.
- Biweekly janitorial services.

Sales Associate

Metro by T-Mobile - Rochester, MN
November 2018 to April 2020

- Meet sales goals by selling our products and services to new and existing customers
- Effectively present products and services to and develop relationships with potential clients.
- Handle all administrative aspects of the sale including but not limited to: completing customer contracts and warranties, pulling products from inventory, accepting customer payments and filing the completed orders

Paid Canvasser

MN DFL - Saint Paul, MN
September 2018 to November 2018

Door knocking to get the voter excited to vote. Helping registered voters vote by mail. Swaying voters towards specific candidates.

B2B Professional Fundraiser

MIDWEST PUBLISHING INC - Saint Paul, MN
July 2018 to September 2018

Outbound fundraising calls soliciting funds for non-profit groups.

Onboarding Specialist

Comcast - Saint Paul, MN
September 2017 to May 2018

Technical support of products, billing inquiries and adjustments, suggesting product line to enhance customer relationship.

Personal Banker/Loan Officer

US Bank National Association - Saint Paul, MN
February 2016 to January 2017

Contact center phone banker. Handled inquiries related to checking, savings, disputes, home mortgage and equity lines of credit.

Customer Service Lead

Sportsman's Guide - South Saint Paul, MN
January 2014 to October 2015

Lead team of inbound customer services representatives meet and exceed metrics. Address escalated customer inquiries.

Professional Fundraiser

Community Welfare Services - Brainerd, MN
June 2011 to November 2013

Outbound calls to prospective and established donors to support non-profit groups. Specialized in B2B fundraising.

Supervisor

APOSTOLIC PUBLISHING - Oakdale, MN

June 2008 to January 2011

Developed team of 60 B2B advertising sales agents. Administered time keeping, hiring, training and sales incentive contests.

Professional Fundraiser / Team Lead

Safety Services LLC - Saint Paul, MN

2007 to 2008

Fielded phone calls to the public fund raising for non-profit groups. Maintained an above average success ratio in both obtaining new sponsors and renewing previous sponsors. Exceeded in customer care.

Office Manager

North Dakota Fraternal Order of Police - Saint Paul, MN

2006 to 2007

Exceeded production and collection goals consistently (not only personally but as a team as well). Hired, trained and lead a team of 8. Wrote sales scripts used to obtain sponsorships. Lead sales and compliance meetings daily.

Professional Fundraiser / Team Lead

Safety Awareness Inc - Saint Paul, MN

2003 to 2006

Fielded phone calls to the public fund raising for non-profit groups. Maintained status of top collector for a year and a half. Trained team members to achieve success. Interviewed prospective employees.

Education

GED

Saint Paul Public Schools - Saint Paul, MN

Skills

- Customer Service (3 years)
- Fundraising (10+ years)
- Office Management (6 years)
- Banking (1 year)
- Typing 40wpm (10+ years)
- Canvassing
- Sales
- Inventory
- *Cashier*
- Time Management

- Marketing
- Call Center
- CSR
- Customer Care
- Customer Support
- B2B Sales
- Loan Officer Experience
- Cold Calling
- Retail sales
- Warehouse experience