

# Michael Price

## Quality Support Analyst & Warranty Coordinator - 3M

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### WORK EXPERIENCE

#### Quality Support Analyst & Warranty Coordinator

3M - Saint Paul, MN

Accurately & effectively resolves 3M internal & external customer inquiries

- Documents procedures & discovers opportunities to improve processes
- Actively participates in cross functional teams to support business objectives
- Order management & adjustment processing for defective products & recalls
- Manage incoming US & international customer calls and emails
- Identify & communicate complaint issues & trends
- Utilizes comprehensive databases & web based knowledge tools for product ID, solution assistance & documentation
- Provides database administration for B&CSD systems: CFR, MDI, CERTS
- Process warranty claims for 3M Renewable Energy Division

MN Army National Guard - Roseville, MN - January 2007 to November 2012

Successfully planned and executed upcoming training events for Guards units

- Assisted in future deployment by training thousands of new recruits and evaluating teams
- Monitored multiple databases to keep track of all the company's inventory
- Supervised a team of 10-15 Soldiers in equipment transfer to various locations as assigned

U.S Army - Fort Benning, GA - January 2004 to January 2007

Fort Benning, GA (January 2004-January 2007)

- Deployed to Iraq for 15 months to support Operation Iraqi Freedom
- Trained Iraqi National Guardsmen in basic combat skills
- Promoted to Squad leader where I supervised 6 team members to perform security operations
- Conducted over 500 foot and mounted patrols and raids, adapted to sites with personnel, vehicles, and facilities

### EDUCATION

#### Bachelor of Science in Criminal Justice

University of Minnesota

May 2001

#### Associate of Arts in Law Enforcement

Inver Hills Community College - Inver Grove Heights, MN

May 1999

### ADDITIONAL INFORMATION

Qualifications

- 12 years of customer service experience
- Effective & logical communicator
- Excellent listener & attention to detail
- Good team worker while equally effective working alone
- Strongly self-motivated & open-minded
- Quick learner, honest, ambitious, adaptable, organized
- Resourceful problem solver