

MICHELLE PEED

ADMINISTRATIVE COORDINATOR • CLIENT OPERATIONS • PROGRAM SUPPORT

Remote-ready professional with 10+ years of experience coordinating client-facing operations, scheduling, account workflows, and administrative processes. Experienced in managing high-volume inquiries and appointments, maintaining accurate records, coordinating across departments, and guiding clients through complex processes from initial contact through completion. Proficient in Salesforce CRM, Microsoft 365, Google Workspace, data entry, and cross-functional coordination.

CORE COMPETENCIES

Client & Account Coordination • High-Volume Scheduling • Administrative Operations • Inquiry Management • Records & Data Management • Salesforce CRM • Documentation • Cross-Functional Coordination • Client Communication • Conflict Resolution • Appointment Management • Contract Coordination • Microsoft 365 • Google Workspace • Data Entry

PROFESSIONAL EXPERIENCE

SEVEN DIVAS

Mar 2024–Present

OPERATIONS ASSOCIATE

- Support day-to-day business operations, customer communications, and administrative workflows.
- Coordinate inventory, fulfillment, and product launches while maintaining organized processes and timelines.
- Assist with order management, documentation, and resolution of customer issues.
- Collaborate across operational, marketing, and business functions to keep projects moving efficiently.
- Support branding and marketing initiatives while managing multiple priorities and deadlines.

TIDEWATER INN

Aug 2021–Nov 2024

CORPORATE & SOCIAL SALES MANAGER

Mar 2023–Nov 2024

- Managed corporate and social client accounts from initial inquiry through final execution.
- Coordinated contracts, vendors, schedules, timelines, and internal teams to ensure successful completion of events and services.
- Served as a primary point of contact for clients, providing information, resolving concerns, and coordinating solutions.
- Managed multiple concurrent projects while maintaining accurate documentation and attention to deadlines.
- Promoted into management based on strong performance and ability to manage complex client needs.

SPA MANAGER

May 2022–May 2023

- Managed day-to-day spa operations, client scheduling, and front-facing administrative activities.
- Coordinated appointments, staff schedules, client communications, and service-related needs.
- Exceeded spa revenue goals through relationship-focused communication and needs-based service.
- Addressed client concerns and used conflict-resolution skills to maintain positive guest experiences.

FRONT DESK

Aug 2021–May 2022

- Managed front-desk operations, appointment coordination, client communications, and administrative tasks.
- Served as an initial point of contact for guests, providing information and directing inquiries appropriately.
- Maintained accurate appointment and client information while managing multiple priorities in a fast-paced environment.
- Assisted with resolving client concerns and coordinating solutions with appropriate departments.

TRINITY SOLAR

May 2018–Mar 2021

SERVICE COORDINATOR

- Managed customer accounts and coordinated approximately 200 appointments per month using Salesforce CRM.
- Served as a primary liaison between customers and internal departments, ensuring information was communicated accurately and efficiently.
- Maintained detailed customer records, appointment information, and account documentation within Salesforce.
- Coordinated scheduling changes, follow-up communication, and workflow updates to keep projects moving.
- Managed a high volume of customer interactions while prioritizing accuracy, responsiveness, and timely resolution.
- Identified and addressed scheduling or account issues by coordinating with appropriate internal teams.