



Michelle is...Perceptive. Energizing. Real.

Ask clients and colleagues that have worked with Michelle and they will agree on one thing: *she cares*. She genuinely cares about people and helping them achieve their goals & reach their full potential. Her remarkable abilities to connect with & understand people allow her to quickly develop relationships with clients & coworkers inspiring trust, collaboration & innovation that lead to both short-term sustainable gains as well as long-term success.

Michelle began 2011 by making the exciting decision to leave her long-time corporate participation to pursue her aspiration to work with leadership and sales in a consultative role. This new direction also provides an environment with the flexibility to pursue her passion for working to impact the lives of those living with poverty, injustice and in need.

Prior to joining Aha! Michelle spent the last 10 years working with client's senior leadership teams, distinguishing herself for turning around troubled accounts, building & leading inspired client-support teams, and pioneering innovative customer-focused solutions, tools and processes to support sales & corporate initiatives. She established a track record of sales & customer service success within a wide range of clients and verticals, resulting in over \$200 million in sales revenue.

She has experience working closely with senior leadership in sales, marketing & finance in many categories including: retail, financial, manufacturing, automotive, digital and food service. Past clients include Pier 1 Imports, Macy's, Whirlpool, GM, AOL, GEICO, Staples, Lenscrafters, Little Caesars, Kohl's, Washington Mutual, Fifth-Third Bank, and GNC.

Michelle has a knack for making immediate impact with leaders and their sales teams with fun & tangible ways to develop talents, skills, tools & processes that **revolutionize personal & business relationships** so you will:

- Identify, understand & maximize known customer needs that present existing sales opportunities
- Uncover & recognize unknown needs to create new opportunities
- Develop customized solutions that work for all touch points within an organization - *even in a "commoditized" environment*
- *Really connect* with your customers by communicating to them in *unique* ways so they will quickly and easily recognize & grasp a solution's intrinsic value, and compel them to take the recommended action

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- Evaluate customer relationships, internal requirements, needed tools & support, *how* information needs to be delivered, in order to be understood, received and implemented by all stakeholders



A WBENC-Certified Women's Business Enterprise