



Michelle Rouse

Customer Service Representative

Position with Firm

2025–present ***Customer Service Representative***. Michigan Saves. Provides customer service for Michigan Saves, a multimillion-dollar nonprofit organization managed by Public Sector Consultants that offers financing solutions for energy efficient and renewable energy improvements. Builds strong relationships with contractors, customers, and lenders by providing program qualifications, offers, and assistance. Provides additional support to the Outreach Team.

Previous Professional Experience

2015–2025 ***Office Administrator/Sales Coordinator***, *Holland Heating & Cooling*, Davison, Michigan. Provided customer service via the phone, in person, and email. Tracked and monitored all leads coming into the office. Reported weekly, monthly, and annual sales to the owner.

2012–2015 ***Order Entry Coordinator***, *Junk Monkey Pickup*, Goodrich, Michigan. Monitored corporate communications from vendors, suppliers, and contractors to distribute to the appropriate department. Prepared new estimate requests, approved repairs, and assigned jobs to contractors. Communicated daily with clients on work progress and appointment status.