Timothy L Ewald

517-489-7508 | t.e.lawrence13@gmail.com | https://www.linkedin.com/in/timothy-l-ewald/

Education

- Michigan State University – East Lansing, MI
  - Bachelor of Arts – Experience Architecture | Expected December 2024
- Lansing Community College – Lansing, MI
  - Certificate of Achievement – Sign Language Interpreter | December 2021
  - Associate of Arts – Theatre | May 2016

Experience

April 2021 – Present

Floating Client Service Specialist | Independent Bank

Michigan – East Lansing, Williamston, Okemos, Portland, Charlotte, Eaton Rapids, Leslie, Pleasant Lake, Mason, and Bellevue

- Travel between 10 different branches to meet staffing needs
- Assist clients with transaction services and provide solutions in a friendly and efficient manner and with credibility
- Demonstrate Independent Bank digital products and services fluently and possess the ability to assist clients with navigating the products
- Develop relationships with customers in order to identify and meet client needs, deliver financial solutions with Independent Bank products and services and refer opportunities to appropriate team members
- Promoted from Client Service Associate I to Client Service Associate II after 3 months, promoted to Client Service Specialist 12 months after that

February 2019 – July 2020

Supply Chain Specialist | Cherry Capital Foods | Okemos, MI

- Oversaw the day-to-day operations of our seasonal Ramp Program; a multi-state operation requiring constant communication between our remote buying stations, our logistics team, and our sales team. Increased ramp sales revenue 18% from the prior year.
- Purchased and maintained inventory of wild foraged mushrooms, specialty produce, and other products in the Wild, Foraged, and Specialty category
- Identified wild mushrooms brought in by foragers, inspecting them to make sure that they meet current Michigan Department of Agriculture and Rural Development specifications
- Provided analytics and reporting from ERP software on a regular basis
- Established and grew a network of foragers capable of bringing us a variety of seasonal, wild-foraged products on a regular basis

May 2018 – February 2019

Outside Sales Support | Earthy Delights, Inc | Okemos, MI

- Conducted end-user software testing for a new ERP system. This included understanding and optimizing company practices for the software deployment, attending training meetings with the ERP developers, and teaching employees in various departments how to effectively use the ERP system
- Served as the main point of contact for 5-7 on-the-road sales reps by entering orders, double-checking inventory, following up on any order discrepancies or customer complaints, and issuing credits where necessary
- Oversaw the operations of the e-commerce website which involved entering orders, processing payments, ensuring product listings were up to date, and communicating with customers regarding tracking and payment information and answering questions as needed

January - April – 2011 - 2018, seasonal

Administrative Assistant | Tim's Tax Service | Howell, MI

- Input personal information from various tax forms (W2s, 1099s, etc) into Drake Tax Software
- Assembling client copies of tax returns
- Greet clients, answer phones and direct calls appropriately, schedule appointments

August 2014 – September 2017

Shift Leader | Biggby Coffee | Howell, MI and Okemos, MI

- Managed a team of one to two baristas per shift and ensured that they followed and upheld Biggby policies and standards
- Maintained inventory and oversaw biweekly Sysco orders and adjusting based on current sales trends to optimize the ordering process
- Managed up-to-date in-store cash accounting by balancing cash drawers and change boxes at the beginning and end of each shift, overseeing and logging bank deposits, and exchanging bills and coins to make sure we had proper cash to handle orders
- Oversaw weekly labor hours and effectively allocated employee hours to stay within the weekly budget
- Ensured safe and hygienic use of ingredients by following FIFO inventory protocol and utilizing proper kitchen procedure to eliminate cross-contamination between products

Skills

- Figma
- Python
- HTML/CSS
- Javascript
- Canva
- Surveys/Questionnaires
- American Sign Language – Conversational
- Project Management

Leadership

- Experience Architecture Club
  - Treasurer (Jan 2023-Present)
- Sign Language Club
  - President (Nov 2020- Aug 2021)
  - Silent Socials Co-Coordinator (Nov 2020-Aug 2021)