

RYAN J. THELEN
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WORK EXPERIENCE

LEGEND SEEDS

Seed Dealer

Westphalia, MI
MARCH 2023 – CURRENT

- Work with new and existing clients to order their seeds for the upcoming harvest season
- Keep clients informed of the products and promotions that are available to them

MERITAIN HEALTH

Mail Services Specialist

Lansing, MI
JUNE 2021 – CURRENT

- Scanning of claims that are mailed in and routing them to the appropriate departments for processing
- QC process of the claims that are faxed in and routing them to the appropriate departments for processing
- Mail out reimbursement claim forms to members
- Return mail debit cards, update address for member and mail them back out to the member
- Document and process incoming packages from UPS and FedEx

QUEST SOFTWARE

Customer Service Representative

Saint Johns, MI
JULY 2019 – JUNE 2021

- Third party call center for multiple auto insurance companies
- Assist customers with filing their auto glass claims and finding a qualified shop to have their windshield replaced or fixed
- Entry of glass claims that are submitted through email and doing follow up calls if necessary
- Cross trained to assist other departments when needed

MICHIGAN STATE CLUB FOOTBALL

Assistant Coach

East Lansing, MI
FEBRUARY 2019 – JANUARY 2020

- Quality control
- Responsible for timing of drills
- Assisted with game day activities

RICH RO DAIRY

Dairy Milker

Fowler, MI
JUNE 2017 – APRIL 2019

- Responsible for milking 1780 cows

WIRTH AND FEDEWA CONSTRUCTION INC.

Laborer

Westphalia, MI
MAY 2017 – MAY 2017

- Set foundation posts
- Dug holes
- Maintained an organized workspace

MENARDS

Morning Stock Associate

Lansing, MI
APRIL 2016 – JANUARY 2017

- Break down freight from the trucks
- Empty cardboard carts from all departments
- Assist customers

THELEN DAIRY FARM

Farm Hand

- Fed calves
- Assisted in the milk house with milking the cows
- Bed calves
- Rake hay

St. Johns, MI
JUNE 2011 – MARCH 2016

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

- Sports Management

Manchester, NH
MAY 2019 – JULY 2019

LANSING COMMUNITY COLLEGE

- General Associates course of study

Lansing, MI
AUGUST 2015 – MAY 2018

PEWAMO-WESTPHALIA HIGH SCHOOL

Westphalia, MI
DIPLOMA 2015

SKILLS

- Excellent Customer Service
- Work well in a team and independently
- Microsoft Office; Word and Excel
- Drive tractors

ACTIVITIES/AWARDS

- Presidents List at Lansing Community College Fall 2015
- RESA – Agriculture program