

Nicole Nelson

nicole.nelson1@yahoo.com 313-808-5956

Education

- BS in Urban Planning
Minor in Real Estate
Arizona State University
(in progress; Dec. 2020)
- AA in Business Administration
Wayne County Community College
District (WCCCD); May 2012
Summa Cum Laude

Skills

- Adobe
- ASTRA
- Critical thinker
- DARS
- Data Analytics
- Dropbox
- Google Drive
- Google Earth Pro
- MS Office Suite
- PeopleSoft
- Qualtrics
- Salesforce
- Streetmix.com
- SurveyMonkey
- Typing - 45 wpm
- Zoom

Designations and Honors

- Dean's List (WCCCD)
- Employee of the Month
- Federal Work Study Student of the Year
- Parent Liaison
- Parent Volunteer of the Month
- Parent Volunteer of the Year

Memberships

- APA (student member)
- Black African Coalition (BAC)
- Habitat for Humanity, ASU Chapter
- Phi Theta Kappa International Honors Society
- Student Planning Association at ASU
- Wayne County Community College District Alumni

Employment History

- Arizona State University, Tempe, AZ** 06-2017 – Present
Student Support Specialist, Full-time
- Research and analyze data, compose reports, makes recommendations based on findings
 - Compiles data and prepares weekly, monthly, and special reports
 - Aids in the monitoring and control of the budget
 - Researches requests and complaints and responds in person, by telephone, and in writing
 - Supervise and follows up on assignments to determine progress and accurate completion
 - Collaborates special projects
 - Enters and processes data request
- Arizona State University, Tempe, AZ** 09/2015 – 06-2017
Office Specialist Senior, Full-time
- Facilitate faculty classroom support, grading, copies, editing and research assistance
 - Supervise and train student workers
 - Process travel request, reimbursements and reconciliations
 - Coordinate department events
 - Reserve and process room request
- MEB Management & BH Management, Phoenix, AZ** 02/2014 – 09/2015
Leasing Consultant; Full-time
- Communicated orally with customers, clients, and the public using a telephone, face-to-face, one-to-one setting, and in a group setting
 - Planned and prioritized workloads to ensure deadlines are met
 - Trained and developed new front office team members
 - Drafted & edited correspondence with clearly organized thoughts using proper sentence construction, punctuation, and grammar
 - Ensured necessary steps were taken to resolve discrepancies within established deadlines
- State of Arizona, Phoenix, AZ** 09/2013 – 02/2014
Case Worker; Full-time
- Maintained and updated database records
 - Researched customer accounts for discrepancies and submits required adjustments
 - Prepared and responded to various requests from customers and internal correspondence; analyzes customer account information for benefit payments
- Mobis North America, Detroit, MI** 10/2012 – 09/2013
Assistant Production Supervisor; Full-time
- Instructed 20 - 50 production and maintenance personnel to enforce work standards; monitor the standards and performance of team members
 - Ensured safety, quality and housekeeping procedures are implemented and upheld