

# NANCY S. NICHOLS

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## BUSINESS ADMINISTRATION, OPERATIONS, & CUSTOMER RELATIONS

Professional with 10+ years of broad experience in Operations, Administration, Management, & Customer Relations.  
Resourceful worker who combines technical and business knowledge to deliver superior operational results.  
Immediate contributor in new environments due to quickly adapting to learn new systems and responsibilities.  
Outstanding interpersonal communications skills; ability to form quality relationships with all staff levels and customers.  
Bilingual: English/Russian Computers: MS Word, Excel, Typing, & Data Entry

## KEY STRENGTHS

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- ◆ Office Administration
- ◆ Contract Administration
- ◆ Consumer Law Relations
- ◆ Investigative Problem Solving
- ◆ Filing & Data Management
- ◆ Cash & Credit Management
- ◆ Customer Relations Management
- ◆ Organization & Time Management
- ◆ General AP/AR Accounting
- ◆ Business Sales & Marketing
- ◆ Staff Leadership & Development
- ◆ Interpersonal Communications

## SUMMARY OF EXPERIENCE

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### Business Administration, Office Operations

*Provided full range of operational and administrative functions for key Banking, Construction, Government Relations, and Educational roles with responsibilities of auditing, resolving consumer law issues, handling banking transactions, and processing education-related contracts.*

- ◆ Investigated, researched, and resolved consumer complaints and issues as liaison between government and citizens for Consumer Law related disputes; successfully settled/resolved approximately 99% of 80 cases handled on a weekly basis.
- ◆ Inspected account books and accounting systems for efficiency, effectiveness, and use of accepted accounting procedures in recording transactions for small businesses; prepared financial audit reports concerning deficient reporting controls, fraud, or non-compliance with laws, regulations, and management policies.
- ◆ Planned, directed, and administered admissions and loan contracts for private university with a 3,000 students enrollment.
- ◆ Processed commercial banking transactions; provided customers with account information via telephone/branch inquiries.
- ◆ Performed basic clerical and bookkeeping functions for Construction Company with 18 active accounts; prepared invoices, processed payments, balanced expense accounts, answered calls, scheduled appointments, filed and typed documents.

### Sales & Marketing & Leadership

*Oversaw full range of operational duties with emphasis on Management, Sales, Marketing, Budgeting, Inventory Control, Purchasing, Reports, Loss Prevention, Accounting, Payroll, Training & Development, and Customer Service while managing 10 full-time employees for Retail Company.*

- ◆ Directed Sales floor activities, interacted with customers, and increased Sales by guiding customers on product selection.
- ◆ Recruited, trained, and developed Sales Associates on selling techniques to increase Sales revenue and profit margins.
- ◆ Organized special promotions, events, and in-store merchandise displays for increased visibility of products to enhance Sales.
- ◆ Maintained and/or exceeded monthly Sales volumes on continuous basis.

### Customer & Client Relations

*Interacted with customers and clients to provide information in response to inquiries about products or services and to handle and resolve complaints. Communicated with customers/clients through a variety of means - telephone; e-mail, fax, regular mail correspondence; or in person to maintain the highest level of service at all times and in all roles.*

- ◆ Established quality relationships with customers, clients, and staff to foster, maintain, and increase excellent service levels.
- ◆ Investigated and resolved complaints with quick and effective responses to complaints in efforts to retain/restore customer loyalty; routed critical issues to management.

## PROFESSIONAL WORK HISTORY

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Nichols Construction Inc. - Apopka, Florida	<i>Part Time Accountant</i>	2004 - 2006
Trade House Elite Perfume & Jewelry - Lincoln, NE	<i>Assistant Manager</i>	2000 - 2003
Alfa Bank - Lincoln, NE	<i>Bank Service Representative</i>	1998 - 2000
Tomsk Dept. of Moscow Humanities University - Tomsk, Russia	<i>Vice-Director</i>	1997 - 1998
Tomsk Antimonopoly Policy Committee - Tomsk, Russia	<i>Account Auditor</i>	1994 - 1997
City of Tomsk department of revenue - Tomsk, Russia	<i>Auditor</i>	1992 - 1994

## EDUCATION

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Tacoma Community College - Tacoma, WA	ESOL (English for Speakers of Other Languages), 2003 - 2005
Tomsk University - Tomsk, Russia	Computer Science - Certificate of Completion, 1993
Tomsk University - Tomsk, Russia	MS Degree - Industrial Engineering, 1992
Tomsk University - Tomsk, Russia	BS Degree - Industrial Engineering, 1990

REFERENCES AVAILABLE UPON REQUEST