

KELSEY NICHOLS

1015 Flemington St, Pittsburgh PA

Phone: (412) 627-4700

Email: Kelsey@designowl.co

Portfolio: designowl.co/portfolio

REQUISITE SKILLS

Familiarity with Windows XP to 10

Microsoft Office and Access 2013 proficiency

Google Chrome, Firefox, and Internet Explorer

Knowledge of Microsoft DOS & Linux Systems

HTML/CSS, JQuery, Javascript, PHP, Flexbox, MySQL knowledge

Bootstrap 4

Search Engine Optimization and Marketing

Social media marketing proficiency

Hardware and software troubleshooting across operating systems and devices

Business management skills performed in personal web development business

French Language proficiency

Skilled in customer service and de-escalation of irritated customers

Skilled in sales and promotion of products

CERTIFICATIONS AND QUALIFICATIONS

CPR at the Health Care Provider level (Heart and Stroke Foundation of Canada, 2012)

CPR Level C- EMT, First Responder (Priority Safety, 2012)

First Aid (Priority Safety, 2012)

WHMIS (Priority Safety, 2012)

Gentle Persuasive Approach in Dementia Care (Advanced Gerontological Education)

Smart Serve (Online, 2014) Certificate Number: e140201187699

EDUCATION

Community College of Allegheny County

2019-Present

Associates of Science in Software Development expected

Lockerby Composite School

2012

High School Diploma awarded in June of 2012

Completed Science and Technology Education Program major

Sault College of Applied Arts and Technology

2012 - 2015

Completed two years of four of the Collaborative Baccalaureate of Nursing Partnership with

Laurentian University

Web Development Essentials Certificate

WORK EXPERIENCE

Self Employment (Design Owl) August 2018 – Present

Skills as listed below

Self Employment (Amethyst Creations) August 2015 – 2018

- Front end responsive web design using latest technologies (HTML5, CSS3, PHP, Bootstrap, Javascript, Wordpress, Shopify, Woocommerce)
- Limited backend development to standard (MySQL, PHP)

- Ghostwriting services for fiction, front facing copy, academic, and non-fiction works.
- Search Engine Optimization (Google Adwords experience)
- Editing work as needed

Alpine Access, Customer Care Professional and Coach for Rogers Cable Repair

Work at Home

Jan 2015 –August

- Answered and logged routine service calls as appropriate
- Understood the correct functionality and tier one level troubleshooting of various cable box models
- Performed basic troubleshooting of cable boxes and home theatre systems
- Interfaced with customers professionally
- Logged customer interactions quickly and efficiently
- Made sales relevant to customer packages
- Performed low level managerial and employee support duties
- Understood the functionality and tier one level troubleshooting of “AnyPlace TV” application

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WORK EXPERIENCE...Con't

Sutherland Global Services, Technical Support Consultant

Sault Ste Marie, ON

Oct. 2014 – Jan. 2015

- Answered routine service calls and logged as appropriate
- Understood various computer programs and their correct uses
- Understood trouble tickets up to tier 2 levels of support
- Understood warranties and fees according to how they pertain to customers
- Basic knowledge of billing and service upgrade systems
- Interfaced with customers in a professional manner
- Basic troubleshooting of various computer and home theatre systems

Agero, Sault Ste. Marie ON: May 5 2014- October 9, 2014

- Answered routine service calls and logs them as appropriate on the computer system.
- Explained all benefits, services and claims/reimbursement procedures.
- Understood the various computer screens and how to utilize them effectively.
- Interfaced with customers, clients and vendors, and escalates areas of concern to the appropriated supervisory staff.
- Attended assigned training sessions for further improvement in client and customer satisfaction, client information and job performance.
- Adhered to all company and specific Contact Center policies and procedures.
- Completes any work as assigned by Management.
- Utilized appropriate computer software to complete assigned tasks.

VOLUNTEER, COMMUNITY, & OTHER

Espanola Hospital Auxiliary; handing out raffle tickets (November 6-8 2009)

Espanola Horticultural Society (approx June 2010)

Espanola Elks Community Food Drive (December of 2009 and 2010)

Owner of Amethyst Creations
Owner of Design Owl

References available upon request