**N**

**NICHOLAS MCQUEEN**

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# WORK EXPERIENCE

**Debt Collector**

**LineBarger Goggan Blair & Sampson, LLC** -**Gig Harbor, WA**

**August 2017 to Present**

* Accepted and used Credit Card/Debit Card, ACH to make payments regarding all delinquent debts to remedy and pay-in-full over the telephone.
* Accepted and arranged post-date payments, applied when due daily.
* Arranged payment plans and promises-to-pay with consumers to cure delinquent debts and pay-in-full. Recommended and sent validation letters when requested by law, to consumers.
* Used Skip Tracing Techniques.
* Used a program called CUBS for noting all collection activity.
* Used a program called Noble and Cisco used for all inbound and outbound calling.
* Must make $8,000 to start earning commission for the month and exceed.
* Knowledgeable of Bankruptcy Laws, Fair Credit Reporting Act, and Fair Debt Collection Practices Act.

## Sales Associate/Technician

**Wireless Time(Metro PCS)** - **Sumter, SC**

**December 2016 to April 2017**

* Develop strategies to increase market share in same-store sales of client products. Pursue new accounts through lead generation, cold calls and advertising referrals.
* Build strong relationships with existing accounts, providing services when necessary.
* Serve as liaison between customers and management in order to relay customer issues to the correct department and track progress of resolution.
* Research customer products to enhance knowledge of product markets and competition.
* Assist customers in testing products, managing trade shows and promoting sales displays.
* Create sales plans to maximize revenues in certain territories and optimize time spent at each location.
* Perform sales presentations to client management teams and board of directors.
* Handle high volume phone sales, email inquiries and referrals.

# EDUCATION

Strayer University-District of Columbia - Washington, DC

Bachelor of Science in Information Technology

August 2019 to Present

Crestwood High School - Oswego, SC

Diploma

August 2009 to May 2012

# TECHNICAL SKILLS

* **Operating Systems**

Microsoft Windows 10, Microsoft Windows 8, Microsoft Windows 7, macOS, Linux, Android, Ios.

* **Hardware**

Maintenance, Peripherals, Printers, Drivers, Troubleshooting, Assembly.

* **Software**

Installation, CMD, PowerShell, Windows Server 2016, Kaspersky, Norton, Microsoft Office, Adobe Photoshop, Sony Vegas Pro 17, Pro Tools 12, Waves Plugins.

* **Networking**

Wired Networking, Wireless Networking, Network Connection Configuration, Network Services, Network Security, Networking Troubleshooting.

* **Security**

Maintenance, Virus Protection, Monitoring, Backup Management

* **Programming Languages**

C++, Python, HTML

# CERTIFICATIONS

1. **TestOut Network Pro ‘03/18/20**

## TestOut PC Pro ‘04/08/20

1. **TestOut Security Pro ‘06/18/20**