

Nicholas Bailey

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Houston, TX

Summary

Talented and motivated bookmarker with an eye for detail and a passion for customer satisfaction. Eager to advance my career to get the best results possible and to help put myself through college. Dedicated and always friendly. Handy with computers and systems and highly independent when necessary.

Experience

Medical Records Bookmarker

Veterans Evaluation Services • Houston, TX
03/2019 - 05/2022

Bookmarked medical records for veteran disability claims. Was added to a higher pay and quota tier, and was on a team for special, more difficult cases. Consistently scored above 90% on audits, communicated effectively with team leads and management and regularly produced well above quota.

Member Service Representative

COMMUNITY RESOURCE CREDIT UNION • Baytown, TX
11/2018 - 03/2019

Managed accounts and helped customers with any and all needs regarding their credit union accounts. Always friendly and fast, and coordinated with management and account specialists to best serve the customer.

Teller/Customer Service

CommunityBank of Texas • Crosby, TX
07/2017 - 11/2018

Handled customer transactions quickly and effectively, always provided excellent customer service while keeping a close eye for detail.

Chief Administrative Officer

The Cube Server • Houston, TX
01/2014 - 10/2015

Set guidelines and regulations for administrative staff. Managed 10-12 administrative staff, coordinating them to administrate their servers and handle our full staff team of 80-100 volunteers. Learned effective communication, management and leadership skills while fostering growth and development for our 501(c)(3) charitable organization.

Front End Floor Supervisor

Kroger • Crosby, TX
06/2014 - 08/2015

Trained and assisted cashiers and baggers. Communicated with management to maintain quality and speed of checkout process.

Skills

Customer service, Microsoft office, Outlook, WORD, Excel