

**nickiefrausto@gmail.com**

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## Skills

- Programming and design skills
- Project documentation
- Organizational skills
- Leadership
- Training & Development
- Reliable and trustworthy
- Critical thinking
- Analytical

# Nicole Frausto

## Summary

Ambitious student pursuing a full stack web development certificate eager to contribute developed knowledge in new role. Adaptable and driven with strong work ethic and ability to thrive in team-based or individually motivated settings.

## Experience

### **SRS Distribution Inc. - Digital Analyst**

*McKinney, TX*

*05/2015 - 06/2016*

E-commerce site creation, QA testing, Customer Experience

### **SRS Distribution Inc. - Help Desk Support Specialist**

*McKinney, TX*

*06/2013 - 05/2015*

- Traveled to new acquisition sites to set up network, pc's and printers.
- Updated and reconfigured existing and new computers with current software and operating systems.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.

### **SRS Distribution Inc. - Inside Sales Associate**

*Mansfield, TX*

*07/2012 - 06/2013*

- Followed-up with customer after sale to identify and resolve service, account or technical issues to maintain customer satisfaction.
- Educated customers on product features and technical details to highlight benefits.
- Cultivated and strengthened customer relationships to drive revenue growth.

### **Legacy Roofing - Operations Manager**

*Mansfield, TX*

*12/2011 - 06/2012*

- Established work priorities to meet contractual obligations for schedule and installations.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.

**US Navy - Sonar Technician**

*San Diego, CA*

*02/2010 - 11/2011*

- Capture acoustic data through sonar to identify and locate enemy submarines and track paths.
- Performed routine maintenance on sonar systems to verify and maintain proper functioning.
- Initiate weapons systems and fire control to target
- Deploy evasive measures to defend against a torpedo attack.