|  |  |
| --- | --- |
| **Nicole Terry** | 408.469.0933  nicole.m.terry@gmail.com  9229 Lincoln Drive - Northfield, OH 44067 |

SKILLS

* Tech savvy
* Creative
* Google sheets/docs
* Excellent customer service
* Results-driven
* Organized
* Adaptive
* Multitasking
* Microsoft Office Suite
* Mac and PC platforms
* Ability to work independently
* Confidentiality
* Punctuality

EXPERIENCE

*Operations Contractor*

American Fast Floors, Napa, Ca

October 2016 - March 2017

* Created all processes and documentation for day to day operations.
* Managed 7 employees remotely, maintained shift schedules, and time off requests.
* Provided excellent customer service via email and phone.
* Built and maintained profitable relationships with new and existing vendors.
* Market research, website editing, creating blog posts and content.
* In-house and over the phone IT troubleshooting for computers, VoIP applications, and Shopify.

*Operations Contractor*

PadeMobile International LLC., Sunnyvale, CA

August 2011 - February 2012

* Set up Spanish company for business in the USA. Language and culture immersion.
* Maintained CEO's schedule and company appointments, arranged all foreign and domestic travel.
* Converted company-wide wiki to English, and corrected all syntax errors and links.
* Accounts payable, invoices, bill pay, corporate credit card management, and cash forecasting.
* Coordinated with international offices for operations aspects of the US business.
* In-house IT troubleshooting, computer configuration, and printer support.

*Operations/IT Contractor*

SolveDirect Service Management, Sunnyvale, CA

February 2011 - February 2012

* Supported Director of Operations for the US team.
* Trained myself and others in the use of Clarizen project management software.
* In-house IT troubleshooting, new hire computer configuration, internet and printer support.
* Prepared all domestic travel arrangements.
* Accounts payable and cash forecasting.
* Maintaining and scheduling of conference rooms, arranged for catering.

*Office Manager*

Hale Creek Construction, Inc., Palo Alto, CA

August 2010 - January 2011

* Created an efficient physical and digital filing system from scratch.
* HR duties, processed ADP payroll for all 1099 employees, maintained workman’s compensation compliance.
* Researched construction bids and city compliance requirements.
* Controlled the CEO's schedule and maintained correspondence.
* Provided general administrative assistance, maintained all files, set up filing system, accounts payable, multiple phone line reception.

*Administrative Assistant and Property Coordinator*

ELORET at NASA Ames Research Center, Mountain View, CA

January 2008 - October 2008

* Property coordinator for Space Technology Division computer equipment.
* Began cataloguing 50 years’ worth of stored equipment.
* Provided administrative support for the Director of Space Technology and several other offices and projects.
* IT troubleshooting for the Division office.

VOLUNTEER EXPERIENCE

Operations staff for 10 years for two San Francisco bay area conventions, including:

* Director of Operations for 3 years
* Emergency Planning
* Radio Dispatch
* Customer Service
* Conflict Resolution
* Project Management
* Management of 500+ volunteer staff members and a budget of over $100,000.00 per year.

EDUCATION

* Solano Community College - Computer Science Major

REFERENCES

Excellent references available on request.