

Nic Catania

850-368-4756

niccatania6@gmail.com

Linkedin: www.linkedin.com/in/nic-catania-64801522a

Github: <https://github.com/Niccatania>

Web development portfolio: <https://niccatania.github.io/Portfolioworld/>

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript

PROJECTS

- Dinner Decider- A collaborative web application
https://github.com/OwenMG/Dinner_Decider
- Simple Scheduler- A 9-5 calendar app to plan your daily schedule
<https://niccatania.github.io/MyCalendar/>
- Coding quiz- A timed coding quiz
<https://github.com/Niccatania/codingQuiz>

EXPERIENCE

Wells Fargo, Seattle, WA - Bank teller - Jan 2021 - Current

- A majority of the bank tellers focus is on client/customer satisfaction. Cash handling skills and having outstanding risk management are big parts as well. As a teller I handle customer transactions and help them with any issues they are having. Being knowledgeable of all the digital products and services is a must to be able to assist properly. Teamwork is a very important aspect of the bank running smoothly. Oftentimes I refer customers to bankers so they can be assisted even further. The tellers work together to make sure every customer receives what they need.

Bta holdings group , Shoreline, WA - Shift Lead - June 2020 - December 2020

- As a key holder my responsibilities include setting up registers for myself and other employees in the morning, counting registers mid day, handling all cash at the end of the night, and managing other employees. I also provide exceptional customer service with a focus on establishing relationships with repeat customers all while maintaining a place in the top 30% of sales staff.

Galos Ballard, Seattle, WA - Server - September 2019 - March 2020

- Often the sole front of house employee, working at Galos taught me to be calm and collected in busy, high stress situations. At Galos I was a jack of all trades taking orders, serving, keeping dine in guests happy, setting up and shutting down registers, as well as opening and closing the restaurant.

The Wine Bar, Watercolor, FL - Server - October 2018 - September 2019

- Due to it being an upscale restaurant/bar in a wealthy area, exceptional customer service and professionalism were musts in my time at The Wine Bar. As a server my main responsibility was to wait on and socialize with guests but I also handled high dollar cash and card transactions and provided solutions to any guest complaints, all in a fast paced environment. Detailed wine knowledge was necessary and was something I spent countless hours outside of work learning to ensure I had expertise.

Starbucks, FL, CA - Barista - October 2013 - October 2018

- Being one of the most customer service focused companies in the United States, Starbucks taught me that even the shortest interactions can make or break a business. As a barista it was my job to prepare guests drinks/food in a timely fashion, as well as handle cash and card transactions. Making sure the guests were satisfied at the beginning and end of their Starbucks experience was paramount. I learned the importance of being team oriented from Starbucks, something that I have held onto ever since.

EDUCATION

Currently enrolled: University of Washington

Gulf Coast State College, Panama City, FL - *Associates in General Studies* - August 2014 - May 2017

Arizona State University, Online - 2017 - 2018

Mosley High School, Lynn Haven, FL - Graduated 2014

REFERENCES

Jake Cash Carson - Manager - Wine bar - (850) - 896-1840

Lyman Rigby - Asst. Vice President / Mortgage Loan Officer - Regions Bank (850) - 319-2375

Albert Mills IV - Graphic Design - Half Hitch Tackle - (531) - 301-1065