

NICHOLAS PAPPAS

SUMMARY

Dedicated Account Manager with expertise in optimizing vendor relations and enhancing customer satisfaction through strategic communication and data analysis. Proven track record in streamlining processes for diverse sectors, ensuring efficient operations and robust client relationships.

EXPERIENCE

Account Manager

On-Target Maintenance | Garnerville, New York | June 2023 - Current

- Managed payment processes for a network of cleaning vendors, enhancing efficiency and vendor satisfaction.
- Facilitated floor cleaning work orders for over 1,000 Walgreens stores, improving operational effectiveness.
- Cultivated client relationships to strengthen customer loyalty and increase retention rates.
- Attended trade shows and conferences to network with potential clients and partners.

Front End Manager

ShopRite | Pearl River, New York | May 2020 - September 2021

- Assisted in managing daily operations for front end staff and customer service.
- Trained new team members on customer service standards and operational procedures.
- Resolved customer complaints promptly to maintain high satisfaction levels.

Associate

Bounce N Jump Party Rentals | New City, New York | May 2017 - September 2019

- Provided on-site support to ensure timely execution of party activities.
- Ensured safety regulations were followed during events by monitoring activities closely.
- Assisted in setting up decorations for parties, including hanging banners and streamers.

Accounts Assistant

Redi-Cut Carpets | Mount Kisco, New York | February 2019 - August 2019

- Provided administrative support by organizing files and maintaining document management system.
- Cultivated relationships with key clients to enhance customer loyalty.
- Answered store and merchandise questions and led customers to wanted items.

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/nickspappas369

CONTACT

📞 845-558-6912

✉ nspappas99@gmail.com

📍 Bethlehem PA

🔗 [Bold Profile](#)

SKILLS

- Account management
- Attention to detail
- CRM proficiency
- Vendor management
- Data analysis
- Time management
- Administrative support
- Strategic networking
- Excellent communication skills

EDUCATION AND TRAINING

Bachelor of Science

Business Management
SUNY New Paltz, New Paltz, NY
December 2021

Associate of Arts

Digital Communications And Media
SUNY Rockland Community College,
Suffern, NY
May 2018

CERTIFICATIONS

- Certified Associate in Project Management (CAPM) - 2023

ACCOMPLISHMENTS

- Graduated Magna Cum Laude from SUNY New Paltz
- Placed Top 5 in 2021 SUNY New Paltz Business Plan Competition