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| Nicholas Reel | [1879 Fishinger Rd]  [614-717-5373]  [reelnicholas@gmail.com]  [www.linkedin.com/in/Nicholas-Reel-035993239] |

Team building manager with a keen eye for getting the best out of my team and a quality driven efficacy. I strive to be like-able but respected, obtain above and beyond effort but never be overwhelmed and find the best place for an employee to succeed without taking away their interest. I have a passion for motivating people and finding the best spot for them to be both happy and utilize their best talent.

# Skills

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| * Leadership experience * Sales * Team building | * Public speaking * Critical thinking * Problem solving |

# Experience

### December 2021 – current

## Customer Experience Associate and Payments Hardship Specialist / Upstart, Remote

## (Columbus, OH)

Customer support by email and phone for issues pertaining to personal loan questions.

Achieved 160-200% productivity while maintaining 100% quality since the 3rd week from when I started.

Currently in late stages of a template organization design to help boost understanding and productivity.

Currently leading a team of 30+ for career help and growth within the company.

Volunteered to help the Payments Hardship team for the past 5 months.

Achieved over 100% productivity and 99.8% quality since QA has began tracking it.

### January 2021 – December 2021

## Server / Buca Di Beppo, Columbus, OH

Memorizing all the ingredients for the dishes served and tasting all wines to know what pairs best with each dish.

Handling anywhere from 1-7 tables of guests ranging from parties of 4-50 people.

Providing the best experience that the guest can have by making recommendations based on palate preference.

JULY 2020 – JANUARY 2021

Picker and Packer / Target Distribution Center, London, OH

Supporting quality control by inspecting all products and packaging materials.

Operating heavy machinery around warehouse going up to 60 feet in the air.

Met 110% productivity on average while picking and packing.

JANUARY 2019 – JULY 2020

Shift Manager / Donatos, Columbus, OH

Ensuring food quality and timely service to our guests.

Managing a crew of 10 people to provide a safe and fun workplace while also adhering to company guidelines

Handling finances of day-to-day operation by logging them into an Excel file.

Checking inventory and managing the waste produced.

Shift Manager / Acre, Grandview, OH

Providing the best service for guests by greeting them in the dining room individually and providing any request they might desire.

Creating a safe and fun workplace while instilling knowledge to better every employee and promoting growth.

Maintaining the inventory of food and logging sales in the system.

# Education

### June 2014

## High School Diploma / Upper Arlington High School, Upper Arlington, OH

Participated in experimental classes known as community school where teachers were taught to stick to a curriculum but allow students to help participate in learning material.

IB Psychology

Fund raising for Community School to donate to homeless shelters.

Did a special project where I helped tutor elementary school kids with math and English.

### August 2021 - Current

## Finance / Columbus State Community College, Columbus, OH

I just started last year to obtain my degree in finance.

I am currently working on General Education classes but have finished a class in Paralegal Studies.