

# Nicholas Bales

## Contact

### Address

Westerville, OH, 43081

### Phone

(614) 949-1376

### E-mail

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### LinkedIn

<https://www.linkedin.com/in/nicholas-bales-44b5922>

## Skills

- Priority management
- Staff Management
- Training and mentoring
- Microsoft Office experience
- Computer hardware and software experience

## Languages

Intermediately proficient in German.

Adaptable and enterprising supervisor with solid industry background and proven expertise in building and leading successful teams. Talented problem-solver ready to back up fellow employees at any time.

## Work History

2019-09 -  
2022-05

### Disputes Supervisor

*Klarna, Columbus, Ohio*

- Ensured customers were satisfied with service received and that customers received correct information.
- Assisted with managing multiple teams within department.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Achieved results by working with agents to meet established targets.

2018-02 -  
2019-09

### Call Center Customer Support

*Micro Center, Columbus, Ohio*

- Answered general questions regarding technology and store information
- Ensured customers were informed regarding their questions by the end of the call.
- Resolved concerns with products or services to help with retention and drive sales.

2017-03 -  
2017-12

### Call Center Analyst

*JP Morgan Chase, Columbus, Ohio*

- Serviced customers and provided exceptional support in any scenario.
- Handled fraud claims and ensure accounts that had been compromised are secure.

2016-12 -  
2017-02

### Server

*Wendell's Pub, Westerville, Ohio*

- Took personal care of customers and ensure they left satisfied.
- Ensured quality of food brought to customers was exceptional.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.

2014-05 -  
2015-08

### Customer Service Representative

*Meijer, Westerville, Ohio*

- Assisted customers with issues and helped resolve them to their best interest.
- Assisted in general management of employees.
- Provided primary customer support to internal and external customers.

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## Education

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2010-08 -  
2014-05

### High School Diploma

*Big Walnut High School - Sunbury, OH*

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## Technology-based hobbies

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Builds computers and mechanical keyboards in my spare time, along with coding.