

Nick Kealoha Jeffs

New York City, New York | (808) 234-4036 | nickkjeffs@gmail.com

linkedin: <https://www.linkedin.com/in/nickjeffs808/>

EDUCATION

Columbia University College of Engineering
Certificate in Fullstack Web Development

March 2023 - September 2023

Pace University
BFA Acting - GPA 3.6

September 2016 - December 2020

EXPERIENCE & LEADERSHIP

Small Door Veterinary | New York, New York

March 2022 - Present

Surgery, Specialist, and International Travel Coordinator

- Coordinated surgeries, specialist consultations, and international travel for multiple simultaneous clients. Effectively researched and communicated highly detailed transport requirements under international law for clients and their companions to relevant regulatory/customs agencies, veterinary practice management and veterinary staff, and the clients themselves. Consistently delivered favorable client outcomes while operating in a fast-paced and dynamic environment with a heavy focus on deadlines.
- Developed, maintained, and cultivated relationships with clients and executive-level stakeholders to ensure a consistent and positive client experience across all lines of business. Demonstrated commitment to clients by building rapport, and leveraged a passion for communication and self-starter mindset to proactively address clients' needs.
- Developed and implemented standard operating procedures for client/companion transportation guidelines by researching international customs/import law, industry best practices, and aggregation of client feedback. Worked collaboratively with executive-level stakeholders across numerous departments to ensure consistent implementation of these procedures.
- Worked collaboratively with clients, junior travel representatives, and government customs/import officials by providing detailed guidance that ensured consistently favorable outcomes for clients using exceptional communication and interpersonal skills. Meticulously and effectively communicated relevant travel requirements and proposed detailed itineraries to clients and key stakeholders while under tight and changing deadlines.
- Demonstrated initiative/passion for clients and their bond with their companions while operating in a high-stress and fast-paced working environment, often coordinating emergency travel requirements and handling companions with numerous/compounding medical conditions and special transport requirements, while remaining calm under pressure and aggregating/disseminating relevant information to key stakeholders.

Small Door Veterinary | New York, New York

August 2021 - March 2022

Member Experience Lead

- Served as a point of contact for clients and efficiently/effectively communicated client concerns both in writing and verbally to key stakeholders across multiple functional departments, including the Medical/Telehealth teams and veterinary administrators.
- Worked diligently to ensure high quality experiences for all clients with regard to surgery coordination, managing, housing, and maintaining detailed medical documentation, and demonstrated exceptional prioritization and deadline management skills in scheduling medical procedures for simultaneous clients and veterinary staff - including on-call emergency veterinary services and coordinating those services along with their associated records under tight (often immediate) deadlines after-hours.

School Coordinator

- Primary point of contact for students with regard to scheduling and studio booking. Managed classroom availability and scheduled classes for upwards of XXX students and faculty, working diligently to ensure positive outcomes and a streamlined experience for all stakeholders and students. Prepared quarterly managerial financial reporting and communicated the results to the Artistic Director and school owner.
- Collected, aggregated, and effectively communicated student feedback to key stakeholders to ensure a positive experience and continued engagement between students and faculty.
- Responsible for change management of the school's website, including visual/UX design and accessibility improvements as well as changes made to ensure information was communicated and visualized completely, accurately, and timely.

SKILLS

Web UI Design, JavaScript, CSS, HTML5, jQuery, Bootstrap, Web APIs, MySQL, Object-Oriented Programming, AGILE Development, Node.js, npm.js, express.js, Heroku, Visual Studio Code, React, MySQL, NoSQL, Database Management, RESTful API Development