

# Kara Nichols

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**University of Southern California**, Los Angeles, CA  
*Bachelor of Arts in Political Science and Print Journalism*

*May 2007*

**Currently enrolled in six-month program for full-stack web development at The Coding Boot Camp through UCSD**

**World Traveler**  
(Australia Working Holiday 2014-2015 & Asia 2017)

## Technical Skills

+ HTML5  
+ CSS3  
+ Javascript  
+ JQuery  
+ Git Bash  
+ JIRA  
+ Zapier

## Special Skills

+ Salesforce  
+ Real Geeks, Follow Up Boss, CINC and Boomtown  
+ Zillow, Realtor.com, Facebook & Google PPC  
+ ZenDesk & Freshdesk  
+ Stripe & Intuit QuickBooks  
+ Slack & Skype  
+ Microsoft Office  
+ Google Apps  
+ Zoom, GoTo Meeting, Join.me & Screenleap

## **Onboarding Specialist**

San Diego, CA

Agentology

*August 2018-Current*

Facilitate the onboarding process for new clients by connecting their lead sources and CRMs to our platform, which scrubs online leads for real estate agents.

- Onboard about new 5-8 agents daily through 30-45 minute video screenshare sessions.
- Understand all technical aspects of connecting to 100+ lead sources and CRM platforms - mainly via email parsing or API.
- Monitor the accounts of new clients to ensure all connections work as intended and instruct agents on how to interact with our platform.
- Provide ongoing support for connection problems or technical issues.
- Troubleshoot or escalate large issues to engineering team via JIRA.

## **Office Manager**

San Diego, CA

Sunsational Swim School

*June 2015-Aug 2017*

Hired, trained and managed more than 50 employees for the leading online provider of at-home swim lessons. Supervised operations and workflow between Customer Success, Instructor Support, Sales and Recruiting, using performance metrics to track department and company goals, hitting most targets and increasing sales by 20% year over year.

- Attained 80% success rate in matching clients to a well-suited swim instructor with the company's specifically designed online platform.
- Built long-term relationships with clients and contractors through conflict resolution, risk assessment and successful negotiation.
- Analyzed company data yearly to improve customer success, address common issues and maximize team efficiency for the online service.
- Resolved escalated issues with empathy, patience and poise.
- Rewrote customer success, sales and recruiting messaging.
- Implemented Slack, Zendesk and recruiting software for efficiency.
- Achieved highest recruiting success rate in company history.
- Managed full sales cycle using a consultative approach, as well as overseeing client billing issues and instructor payroll disputes.

## **Traffic Manager/Producer**

Washington, DC

WAMU 88.5 FM Radio Station

*October 2007-May 2013*

Completed hundreds of projects under tight deadlines for one of the top three public radio stations in the U.S. with more 500,000 listeners.

- Used media-specific software to manage database and schedule hundreds of promos and ads. Created system to organize daily tasks.
- Managed about 10-15 projects at a time using internal project management software and a modified Waterfall methodology.
- Ensured all legal and financial obligations were met, while using marketing strategies to increase national ranking from 7 to 3.
- Collaborated with the senior management team to ensure execution of the branding strategy, tracked via monthly error reports.