

## Archer Nicholson

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3333 W Dunlap Ave., Phoenix, AZ 85051

Portfolio: <https://mrarcher2000.github.io/react-portfolio>  
GitHub: <https://github.com/mrarcher2000>

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### Summary Objective

Hard working and dedicated individual with over 5 years of experience in customer service.  
Searching for an opportunity to begin my career as a Full Stack Web Developer.

### Qualifications

Excellent Team Member • Customer Service • Management Experience • Front End React • Node.js and Express servers • MySQL and Sequelize • Mongoose and MongoDB • Able to work with foreign guests • Proficient in American Sign Language • Intermediate Level Spanish

### Technical Skills

**Programming Languages:** Javascript ES6+, CSS, HTML, JSX, SQL, NoSQL

**Applications:** GitBash, Visual Studio Code, MongoDB, Jira

**Tools:** Node, React, Express, Javascript Web Tokens, Bootstrap, Handlebars

### Education

<b>University of Arizona - Coding Boot Camp</b> Cumulative GPA: 3.8; Graduated in July 2021	<b>January 2021 - July 2021</b>
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<b>John Jay High School</b> Cumulative GPA: 4.0 ; Graduated on June 13, 2019	<b>August 2018 - June 2019</b>
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<b>Arizona Agribusiness and Equine Center</b> Cumulative GPA: 3.2	<b>August 2015 - May 2018</b>
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<b>Paradise Valley Community College</b> Cumulative GPA: 3.0 ; Dual Enrollment	<b>January 2016 - December 2017</b>
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### Work Experience

<b>Customer Services Team Lead - Empereon Constar</b> <ul style="list-style-type: none"><li>Assisting agents on Customer Service calls to manage service orders, internet and/or phone outages, and billing information.</li></ul>	<b>April 2020 – Present</b>
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- Coaching team members to improve customer service skills and use of in-office programs.
- Submitting IT tickets using JIRA ticket management system and working remotely through Teams
- Reviewing site numbers based on Customer Satisfaction, Average Handling Time, Rate of Repeat calls, and more to find ways of improving the overall customer experience.

**Assistant Waiter - Norwegian Cruise Lines: Pride of America. Sept. 2019 – March 2020**

- Running orders and assisting waiters serve food to guests in a fine dining environment
- Preparing dining rooms for service and cleaning after meal times
- Sign in guests at muster station and lead them to a lifeboat in case of an emergency

**Front of House Trainer - Chipotle Mexican Grill, San Antonio, TX Sept. 2017 - Sept. 2019**

- Prepare food in front of customers as ordered
- Charge customers on POS system and maintain cleanliness in dining room
- Prep food in back of house and washing dishes

**Crew Manager - McDonald's, Phoenix, AZ June 2016 – Sept. 2017**

- Open, close, and count safe
- Taking and running orders to customers and handling complaints
- Training and overseeing crew members