

## Archer Nicholson

Cell: (602)-802-6756 > E-Mail: archernich@gmail.com

3333 W Dunlap Ave., Phoenix, AZ 85051

---

### 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 Web Developer on both the Front-End and the Back-End.

### Qualifications

---

Excellent Team Member • Customer Service • Management Experience • HTML, CSS, and JavaScript • Node.js and Express servers • MySQL and Sequelize Database Management • Ability to work long hours • Able to work with foreign guests • Proficient in American Sign Language • Intermediate Level Spanish

### Education

---

**University of Arizona - Coding Boot Camp** **January 2021 - July 2021**  
Cumulative GPA: 3.8; Expected Graduation in July 2021

**John Jay High School** **August 2018 - June 2019**  
Cumulative GPA: 4.0 ; Graduated on June 13, 2019

**Arizona Agribusiness and Equine Center** **August 2015 - May 2018**  
Cumulative GPA: 3.2

**Paradise Valley Community College** **January 2016 - December 2017**  
Cumulative GPA: 3.0 ; Dual Enrollment

### Work Experience

---

**Customer Services Team Lead - Empereon Constar** **April 2020 – Present**

- Assisting agents on Customer Service calls to manage service orders, internet and/or phone outages, and billing information.
- 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 compare to other sites and customer service centers.

**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

---

#### **Affiliations/Organizations/Volunteerism**

---

##### **Cashier – Sweet Americana, San Antonio, TX**

**November 2018**

- Offer free samples and sell pastries at Pet Pawlooza event
- Set up and take down tent and prepare samples

##### **Volunteer – Goodwill, Phoenix, AZ**

**April 2017**

- Cleaning and organizing racks
- Returning unbought items to floor space

##### **Teacher's Assistant – Freedom Academy, Phoenix, AZ**

**August 2015 - May 2016**

- Grade work for teachers and assist in watching over class.