

NICOLE BRADFORD

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Experience

ADMINISTRATION – Beacon Hill Staffing - Chicago, Illinois - Oct 2016 – Current

- Administrative work including: customer service, document transcription, data entry, and schedule managing

PROGRAM DIRECTOR – Solex College - Chicago, Illinois - Aug 2016 – Oct 2016

- Developed 720-hour massage therapy education program including course schedule, lesson plans and syllabi
- Rewrote website content and marketing materials
- Researched state and accreditor statutes for program eligibility and compliance

FACULTY, FULL-TIME – Cortiva Institute - Chicago, Illinois - Oct 2010 – Aug 2016

- Office assistant work including: data entry, filing, course schedule management, customer service
- Created PowerPoint presentations to be used during lecture
- Established and maintained gradebooks in Excel for 10+ faculty members every quarter
- Managed classroom environment of between 15-50 students per course
- Trained and mentored 10+ faculty members
- Revised documents to submit to accreditor and government to maintain accreditation and funding eligibility

MASSAGE THERAPIST – Proactive Chiropractic - Chicago, Illinois - March 2010 – April 2011

- Performed front desk management including customer service, insurance verification, billing, and client scheduling
- Provided rehabilitative massage to chiropractic patients

MASSAGE THERAPIST – Total Wellness Systems, Inc. - Chicago, Illinois – Aug 2008 – Dec 2011

- Managed client schedule and payments rendered
- Provided Swedish, Deep Tissue/Clinical, Sports massage to clients of personal training company

OFFICE MANAGER – It's Your Serve - Chicago, Illinois – Oct 2003 – Aug 2009

- Office administration work including: customer service, data entry, filing
- Wrote and produced legal documentation for presentation in state and federal courts
- Provided customer service to high-level attorneys
- Supervised 6 internal and 10 external employees, trained all newly hired internal staff
- Delegated the daily workflow of sensitive assignments to adhere to strict attorney and court deadlines
- Initiated the development of a new department which increased revenue and generated a new employment position

Education

UNIVERSITY OF ILLINOIS AT CHICAGO (UIC) – *Psychology* – Chicago, Illinois – 2012 - 2014

CORTIVA – CHICAGO SCHOOL OF MASSAGE THERAPY – *Massage Therapy* - Chicago, Illinois – Diploma - Jan 2008

Volunteer Experience

CoderDojoChi – Coding mentor to children – October 2016 - Current

Shedd Aquarium – Water Quality and Marine Mammal Husbandry – August 2012 – April 2013

Skills

Proficient in MS Word

Proficient in MS Excel

Proficient in Google Docs

Proficient in MS PowerPoint

Proficient in MS Outlook

Schedule Management

80WPM Typist

Moderate Knowledge - HTML

Moderate Knowledge - CSS

Basic Knowledge – WordPress