

Nicholas Howard

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OBJECTIVE

To obtain a full-time job in Marketing, Advertising, Social Media, or Administration

EDUCATION

Columbus State University, Columbus, GA

Bachelor of Arts in Communication, concentration: Public Relations

Projected Graduation Date: December 2021

EXPERIENCE

Army Reserve, Augusta, GA

Veterinary Food Inspection Specialist

July 2015 - Present

Aid and promote the wellness of military installation sanitation and animal medicine.

- Evaluate packaging, packing, and marking requirements
- Identify unsanitary conditions in food storage facilities and commissary stores
- Operate and maintain inspection equipment
- Perform duties in accordance with approved standards of conduct and report suspected fraud

Dillard's, Inc., Columbus, GA

November 2018 – August 2020

Sales Associate

Maintain product knowledge, client service, and retail sales objective

- Greet and welcome customers
- Discover needs and sell merchandise
- Process register transactions
- Manage cleaning, re-stocking, and display maintenance
- Achieve personal sales goals while helping the team reach its objective

Total Systems, Columbus, GA

July 2016 – November 2018

Customer Service Representative

Respond to customer inquiries via telephone or email to provide problem resolution in accordance with the organization's service standards

- Answer customer telephone inquiries, orders, service needs, and complaints, respond where applicable or direct to technical/service areas
- Handle payments and account related requests, including but not limited to, card activations, name and address updates for card holders of assigned clients

SKILLS

- Proficient in Microsoft Office (Excel, PowerPoint, Publisher, Word)
- Video editing
- Time management
- Communication and customer service
- Leadership