Nicola Jackson

Providence, RI

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Summary

Currently studying Computer Science at Boston University with vast knowledge of programming languages and applications, as well as web design. Dynamic leader and problem-solver with a track record of elevating customer satisfaction and enhancing team performance at FitRec and Three Sisters. Expert in staff training, shift scheduling, and POS system operations, complemented by a commitment to fostering a positive team environment.

Skills

Python, JAVA, JavaScript, Html5, CSS, Graphic Design Skills, ReactJS, GIT, Node.js, Algorithms and Data Structures, UI Design, UX Design, Client Service, Cash Handling, Staff Training, Team Leadership, POS System Operations, Microsoft word, Microsoft office

Experience

FitRec

Fitness Attendant • Boston, MA   01/2024 - Present

- Built relationships with clients to ensure their satisfaction with services provided.
- Educated clients on proper exercise techniques and equipment usage.
- Answered customer inquiries or explain cost, availability, policies, and procedures of facilities.
- Promoted healthy spirit, mind, and body philosophy.
- Cleaned facilities such as floors or locker rooms.
- Referred guest problems and complaints to supervisors.
- Cleaned and performed preventative maintenance to keep fitness equipment in pristine condition.
- Enforced rules and regulations and maintained safety and order by monitoring patrons' facility use.

Three Sisters

Shift Leader • Providence, RI   06/2021 - 10/2023

- Trained new employees in job duties, safety procedures, and company policies.
- Managed store closing and opening procedures to ensure safety and security.
- Provided excellent customer service and developed strong relationships with customers.
- Assisted customers with inquiries, orders and complaints in a timely manner.
- Monitored team performance to ensure quality standards were met.
- Held team members accountable during shift by effectively coaching to improve performance.
- Utilized effective communication skills to motivate team members to achieve goals.
- Maintained clean and secure operating environment, driving safety and well-being of employees on shift.

Education

Boston University

Computer Science • Boston, MA   05/2027

- 4.0 GPA
- Dean's List Freshman and Sophomore Year
- Member of Girls Who Code, Women in Computer Science, Hack4Impact and Forge Design Labs

- Currently completing courses in computer science and discrete mathematics
- Prominent coursework: Intro to Computer Science 1, Intro to Computer Science 2, Computer Systems, Combinatorics, Linear Algebra

Classical High School

Diploma • Providence, RI   06/2023

- 4.0 GPA
- Graduated summa cum laude
- Ranked in the top 6% of class