

**Nicole Townley**  
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**SUMMARY:** As an exceptional employee, I will liaise and foster relationships with internal and external stakeholders. Using my communication, leadership, technical and coordination skills; I will ensure completion of business requirements (using agile or waterfall methods) on time, and within scope, cost and quality guidelines.

**SKILLS**

<ul style="list-style-type: none"><li>• Consultative approach</li><li>• Excellent communication – oral and written</li><li>• Analyze business requirements and execution</li><li>• Team Building</li><li>• Manage relationships</li><li>• Autonomy</li></ul>	<ul style="list-style-type: none"><li>• Liaise across a variety of stakeholders</li><li>• Microsoft proficient in Word, Excel, Project, Visio, SharePoint and PowerPoint</li><li>• HTML, CSS, Bootstrap, JavaScript (jQuery), Node.js, Firebase</li></ul>
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**PROFESSIONAL PROFILE**

**Account Executive/Customer Service:**

- Maintain excellent service – Top 20 of 500 employees
- Resolve complex issues and retain customer loyalty
- Train, lead and mentor new employees
- Negotiate successful outcomes
- Build productive relationships

**Benefits Administrator:**

- Administered medical, dental, disability, pension and provider network plans
- Ensured compliance with company policies and controls, and with the laws, regulations (5500 filings, highly compensated employees, HIPPA, COBRA, FMLA) and rules issued or enforced by state, Federal and foreign regulatory authorities
- Prepared, analyzed, and maintained employee benefit data with accompanying premium payment
- Managed service providers for outsourced benefits

**Project Management:**

- Communicated and liaised with both internal and external stakeholders to ensure scope management.
- Developed, executed, and managed project resources to achieve objectives throughout project
- Provided leadership and decision making throughout all project phases (iterations and increments) from planning to completion
- PPA Plan conversion project (Agile)
- Waterfall - Matrix methodology
- System conversion project management

**Sales Representative:**

- Managed Accounts
- Maintained sales 50% above requirements
- Earned over \$15,000.00 commission from one transaction
- Inside sales of business to business products
- Used persuasiveness through need/feature/benefit approach

**Loan Officer/Coordinator:**

- Established procedures and policies for new department
- Evaluated loan applications by confirming credit worthiness
- Developed timelines for loan processing and closings
- Coordinated with banks, officers, loan processors to close loans
- Managed sales database

**EMPLOYMENT HISTORY**

<b>Service and Engagement</b>	TARGET	Minneapolis, MN	2014-Present
<b>Account Executive/Customer Experience Professional</b>	COMCAST	Minnetonka, MN	2014-2017
<b>Benefits Administrator</b>	WILLIS TOWERS WATSON	Bloomington, MN	2008-2013
<b>Loan Officer/Coordinator</b>	ALL CITIES MORTGAGE & FINANCIAL	Edina, MN	2003-2006

**EDUCATION**

**M.S. Project Management** 2020

Saint Mary's University of Minnesota - 3.89 GPA

**Full Stack Web Developer** 2019

University of Minnesota – CE

**B.S. Business Administration** 2016

Saint Mary's University of Minnesota - 3.79 GPA