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| **Nicholas J. Wilke**  [njwilke@crimson.ua.edu](mailto:njwilke@crimson.ua.edu) (916) 846-2335  [linkedin.com/in/nicholaswilke](http://www.linkedin.com/in/nicholaswilke) | | |
| **EDUCATION** | Candidate for **Bachelor of Science in Commerce & Business Administration,** The University of Alabama  **Graduation** **Date**: May 2025 **GPA**: 3.73/4.0  **Major**: Management Information Systems **Concentration:** Business Communications | |
| *December 2022 – January 2023*  *December 2021 – August 2022*  *July 2019 –*  *July 2021* | **Customer Service Representative,** Tommy Bahama | *Roseville, CA*  *Goal:* Ensure the guest experience is as satisfying as possible in-store by expediting checkouts, returns, and the handling of customer feedback and questions on the phone or in person  *Value:* Continuance of the #1 Customer Service ratings enjoyed by many retail locations of the company  *My Contribution:*   * Began training sales associates in the performance of returns on the register. * Went above and beyond in assisting our customers via phone call. * Created a new system for managing customers during the holiday season to manage crowds.   **Order Pickup,** Nordstrom *| Roseville, CA*  *Goal:* Create a fast-paced and smoothly operating environment involving the handling and exchange of guest goods  *Value:* Continuance of the superb guest-service rating that Nordstrom has maintained since opening  *My Contribution:*   * Quickly took on a leadership role in the training of new hires. * Maintained excellent guest relations whenever problems arose. * Started a new system of dividing labor, creating teams within the team.   **Guest Experience Service Lead,**Lolli & Pops *| Roseville, CA*  *Goal:* Ensure excellent customer service/experiences  *Value:* Allowed day-to-day store operations to run smoothly and kept the books up-to-date and well-balanced  *My Contribution:*   * Greet every customer with a welcome. * Answer all customer questions, giving suggestions where needed and attempting to sell different products to customers. * Collect cash and balance the books every night on Microsoft Excel. | |
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| **TECHNICAL EXPERIENCE** | **Languages:** C#,  **Operating Environments:** MS Windows, Mac OS  **Tools:** MS Office Suite, Visual Studio Code | |
| **HONORS AND ACTIVITIES** | **Dean’s List**  **AP Scholar Award**  **University of Alabama Honors College**  **Habitat for Humanity Build Days**  **Sacramento County Youth Defense Attorney Academy** | **Sacramento County Youth Defense Attorney Academy**  **Arizona State Civic Leadership Institute**  **Theta Xi Fraternity**  **Leadership in Western Sierra Collegiate Academy** |