**Nicholos Palmer**

Freeport, NY | 704-414-0302 | [nicholospalmer@gmail.com](mailto:nicholospalmer@gmail.com)

**Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Customer Service, Verbal & Written Communication, Time Management, Collaboration & Teamwork, POS, Problem-Solving, Multitasking in Fast-Paced Environments, Typing and data entry

**Work Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Carnegie Endowment | Washington DC Oct 2021- Sept 2024**

Coordinator

* Assisted with administrative needs such as printing, scanning, copying, ensuring that printers and office supplies are stocked, and updating the daily activity calendar.
* Assisted with organizational events such as logistics, setting up A/V equipment, managing RSVPs, attending events tables, and coordinating with Facilities department to book conference rooms.

**Town of Chapel Hill | Chapel Hill, NC Aug 2019 – Oct 2021**

Human Resources Office Assistant

* Escalated in-depth inquiries relating to health benefits, workers’ compensation, FMLA and retirement policies.
* Managed reception desk and fielded incoming calls from the public regarding Town services and operations
* Answered an average of 50 calls per day consistently achieving 95% customer satisfaction rate.

**NC General Assembly | Raleigh, NC Jan 2019 – May 2019**

Intern

* Sort constituent mail and edited responses and other correspondence on behalf of Representative
* Greeted and assisted constituents, visitors, and other employees reporting to the Representative's office.
* Handled miscellaneous administrative tasks and other duties as assigned.

**Mercalis | Morrisville, NC Aug 2018 – Oct 2018**

Program Associate (Temp)

* Proccesed insurance claims quickly and accurately
* Handled and resolved customer services inquiries in a timely manner
* Escalated medical adverse events to Program Manager and wrote detailed briefs
* Practiced and displayed customer service

**Whole Foods Market | Cary, NC Aug 2017 – Jun 2018**

PT Barista/ Coffee Bar Attendant

* Prepared and served coffee, tea and other beverages
* Reported to supervisor about department needs and concerns
* Practiced and displayed customer service

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**University of North Carolina at Pembroke, Pembroke, NC**

Bachelor of Arts in Political Science, GPA: 3.6, May 2016