

Nicholas Rasch

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Peachtree City, GA 30269

252.722.1020
nikki.rasch@icloud.com

Skills & Abilities

-Salesforce
-Written/Oral Communication
-Onboarding Education/Leadership
-SOP Review/Enforcement

Experience

US Fitness Holdings / Manager of Membership

March 2022 - PRESENT, Peachtree City, GA

Responsible for the daily functionality and maintenance of the local fitness complex, to include the following: member account maintenance, billing, employee scheduling, oversight of employee reviews, and promotional marketing.

Robinhood Financial LLC / Customer Experience Agent

October 2021 - March 2022, Tempe, AZ

Responsible for the handling and security of a wide portfolio of customer accounts. This includes providing direct customer communication while working cross-departmentally with our numerous teams. This role established trust in the access to confidential identification information as well as multi-million dollar portfolios.

Carvana LLC / Verification Advocate

March 2020 - October 2021, Tempe, AZ

Responsible for the reviewing and finalization of internet based automobile sales. Other responsibilities include direct customer engagement through telephone and email, maintaining knowledge of state laws in regards to sales and insurance, and the use of sales softwares across multiple platforms.

Education

Arizona State University / Marketing

August 2017 - March 2020, Tempe, AZ

Double concentration of marketing and economics. Fraternity recruitment and athletics.

References

Seth Hood- US Fitness Holdings

General Manager - 470.358.1345

Nima Nadjafi- Carvana LLC

Team Lead- 480.773.4734

Troy Delaney- Robinhood Financial LLC

Team Lead- 480.221.8682

