

Nickilla Wood

Lynn, MA

nickillawood4_x63@indeedemail.com

9292283171

Enthusiastic, highly motivated recent Accounting/Finance undergraduate with proven leadership capabilities, who likes to take initiative and seek out new challenges

Authorized to work in the US for any employer

Work Experience

Family Babysitter

CARE.COM INC - Waltham, MA

April 2018 to Present

- Maintained daily records of children's behavior, sleeping schedules, meals and activities
- Cleaned and tidied living room after activities
- Helped children complete homework and special assignments daily to support academic performance
- Monitored playtime to prevent overuse of technology, television or other detrimental influences
- Read variety of books to children to promote language development skills

Sales Associate

TCC VERIZON - Swampscott, MA

August 2016 to February 2017

- Educated customers on suitable products and services depending on age, needs and inventories to increase sales
- Resolved customer issues and offered continual support throughout sales
- Promoted memorable shopping experiences resulting in increased customer retention and loyalty
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items
- Coached team members on security risks and loss prevention to aid in mitigating store theft

Phone Representative

COMCAST - Malden, MA

April 2015 to May 2016

- Consulted with upset customers to determine best methods to resolve service and billing issues
- Increased customer satisfaction ratings by effectively answering questions, suggesting effective solutions and resolving issues quickly
- Kept detailed records of customer accounts, including actions taken, issues resolved and discount information

Pharmacy Technician

CVS PHARMACY INC - Saugus, MA

June 2011 to April 2015

- Managed inventories, rotated stock, removed expired or damaged drug products and resolved discrepancies in drug counts
- Interviewing candidate for new hire
- Training/teaching employees medical billing, insurance, computer system, coding, and etc.
- Researched customer health insurance plans to provide prescription authorization and efficient patient care
- Worked with insurance companies to process claims, resolve problems and obtain payments (Billing)
- Created new customer profiles and updated changes such as demographics, allergies and new medications in pharmacy computer systems
- Counseled patients on appropriate use of over-the-counter and prescription medications to educate patients
- Assisted pharmacist with clearing high volume of problem prescriptions and customer questions to maintain optimal team efficiency
- Filled and processed prescriptions to ensure prompt and efficient patient care

Office Manager/Bookkeeper

SALON MONET INC - Boston, MA

June 2010 to August 2013

- Improved operational efficiencies, managing work requests, new orders, pricing and updating web page
- Updated employee paperwork and records
- Answering inbound calls and making outbound calls to clients
- Interviewing potential candidates(background check, license verification)
- Staff time sheet payroll data
- Calculating wages/tips
- Preparing paychecks
- Looking over company bank statement

Education

BACHELOR OF SCIENCE in Accounting/Finance

UMass Boston College of Management - Boston, MA

2019

Additional Information

SKILLS

- Expert in programs: MS Excel, MS Word, Outlook, PowerPoint, Bloomberg, Quickbooks, Athena, and Centricity
- Leadership
- Time management
- Critical thinking
- Strong at Multi-tasking while working under pressure
- Quick learner and typer

- Languages: Spanish, French, and Haitian-Creole