**Nicholas A. Polson**

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**PROFESSIONAL SUMMARY**

Reliable, energetic, and a resourceful customer service minded employee. Provides reliable and effective customer support. Excellent organizational skills allow for efficient time use. Intuitive, able to work effectively and efficiently with minimal instructions. Adaptable and a quick learner allowing for quick integration in new departments or work fields.

**WORK EXPERIENCE**

**Store Lead – Missouri Star Quilt Company –** *Missouri Quilt Company Florals Shop, Hamilton Missouri* August 2019 – PRESENT

* Developed and implemented new shop procedures resulting in a dramatic increase in shop efficiency.
* Managed store inventory ordering and organization to maximize productivity, aesthetics, and efficiency.
* Utilized my quick learning and adaptability to help as needed in many other departments. (Other shops, warehouse, customer service, events, and advertising)
* Helped the company with transitioning online during the COVID-19 Global Pandemic.

**English Second Language Teacher** **–** *Horizon House ESL Training Center, Zhenjiang China*

January 2019 – July 2019

* Promptly responded to customer inquiries in a timely and respectful manner, ensuring quick results.
* Helped develop and implement a new teaching curriculum that increased the school’s customer base by 50%.
* Helped train and mentor a group of 7 other ESL teachers.
* Increased customer base by 30% during the semester due to the delivery of high-quality teaching services.

**English Second Language Teacher –** *C-LONG Institute, Taizhou China*

March 2017 - August 2017

* Responded to customer inquiries promptly to ensure maximum customer service.
* Kept transparent records of my classes to ensure both customer and corporate satisfaction.
* Collaborated with team to plan and present effective classes.
* Due to high customer satisfaction, I was the first choice to step in and teach classes when other teachers were unavailable for visa reasons.

**Shift Lead –** *Aldo’s Italian Ice and Gelato, Tracy CA*

August 2015 – September 2016

* Helped create and oversee store opening procedures.
* Greeted and welcomed clients with a warm, friendly, and positive attitude.
* Coordinated the restocking and display of supplies, equipment, and products.
* Managed orders and cash register in a timely manner to ensure efficiency.

**EDUCATION**

**High School Diploma –** *Tracy High School, Tracy CA*

Graduated - June 2012

**Pathway Program BYU-I –** *Tracy CA*

Graduated – June 2016

**PROFESSIONAL SKILLS**

* Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.
* Refined teaching and training skills both on an individual and team level.

**VOLUNTEER EXPERIENCE**

## China Horizons *– Volunteer teaching program*

March 2017 – August 2017, January 2019 - PRESENT

* Worked as a volunteer ESL teacher in Chinese English training centers.

## Teresina Brazil Mission *– Youth Missionary Program*

March 2014 – June 2015

* Worked as a volunteer youth missionary leader and trainer.
* I managed and trained a group of 36 other missionaries.

## Washington Federal Way Mission *- Youth Missionary Program*

June 2013 - March 2014

* Worked as a volunteer youth missionary focusing on community service.

**LANGUAGE COMPETENCIES**

* English: native language
* Portuguese: fluent (speaking, reading, writing)
* Spanish: intermediate (listening, reading); basic (speaking, writing)