**Schenagela Nicolas**

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**EDUCATION**

**Polk State College** **Winter Haven**

*Business Administration and Management*

*December 9, 2021*

* Associate degree in Business Administration and Management.
* Food Handler Certificate, Sales Associate Pre-licensure Certificate

**WORK EXPERIENCE**

**Amazon Auburndale**

*Warehouse/Staffing Associate September 2020-Current*

* Sets up, executes, and breaks down New Hiring Events (NHE) and New Hire Orientations (NHO) based on labor projections to meet the labor order demands and fill on time. Completes post-event audit of event and communicates event metrics to staffing leadership.
* Guides applicants through the hiring process in accordance with Amazon's policies and procedures Effectively executes NHE activities including Greeter, Welcome Event Presenter, Candidate Care Specialist, Computer Assistance, Badge Photo, and/or Drug Test Administrator.
* Utilizes Applicant Tracking System to move candidates through the application process and updates appointment arrival status for NHE and NHO.
* Review over 150 + candidates’ profiles to determine hiring qualifications are met according to Amazon guidelines.

**Walmart Davenport**

*Warehouse Associate May 2020-August 2020*

* Handles and processes freight in a safe and correct manner through the facility to the Stores. Loads, unloads, order fills, packs, and/or processes freight in an accurate and timely manner.
* Scan over 300+ units within an hour period in a fasting moving area. Continuously measuring and labeling packages for over 10 hours.
* Maintains a clean work environment to ensure safety and compliance. Complies with company policies, procedures, and standards of ethics and integrity. Ensures freight quality and integrity.

**GC Services Lakeland**

*Cell Representative January 2020-May 2020*

* Researching and resolving an average of 1000 inquiries in any given week and consistently meeting performance benchmarks in all areas (speed, duration of calls, limited supervisory escalation, availability, accuracy, and volume).
* Handling customer complaints, discrepancies, requests, and inquiries. Inquiries including billing, new account set up, home service requests, troubleshooting, pricing tiers, technical IT support, credit card payments and adjustments to customer accounts.
* Educating and assisting the customers with various elements of benefit plan information and available services created to enhance the overall customer service experience with the company.

**LEADERSHIP EXPERIENCE**

**Amazon Auburndale**

*learning ambassador, Staffing Support, and problem solver* *September 2020-current*

* Performed 200+ background check, 100+ education, and 50+ reference checks for candidates to ensure 100% compliance.
* Use of various networks such as salesforce, I9advantage, and Microsoft Excel on a daily to review and ensure that all candidate’s applications and personal information are up to date.
* Give training to newly hired associates, and set a positive, successful and help  
  raise the standards for safety, quality, and productivity.

**SKILLS & INTERESTS**

**Skills**: I9advantage, Microsoft excel, salesforce, Research skills, Multilingualism (Haitian Creole),

**Interests:** Foreign Language and Computer Engineering- currently learning to Code.