

Tony Nicola
(720) 548-7217
Tdnicola@gmail.com

EDUCATION:

BS Health Promotion, Colorado State University, Pueblo, CO – GPA 3.6
Careerfoundry– Full-Stack Program (Currently enrolled)

WORK EXPERIENCE:

Data Conversion Specialist – ASF Payment Solutions, Denver CO [Aug 2018- Present]

- Analyze, migrate, and convert membership/billing data from the Client's current billing and management system over to ASF Payment Solutions proprietary suite of billing and management software.
- Processes tickets to create and test custom templates for on-line signature capture and Enrollment.

Assistant Instructor / Admin - Easton BJJ, Centennial CO [Aug 2017- Aug 2018]

- Practice industry standard management systems to ensure maximum retention ratio in addition to boosting membership renewals.
- Research complex industry problems and implement effective improvements.
- Instruct and assist classes of up to 35 members.

Customer Servicing Representative I/II - CoBank, Denver, CO [Apr 2017 - Aug 2017]

- Mastered a variety of banking systems to resolve individual customer cases.
- Created office-wide SOP using macro shortcut to improve system navigation and efficiency.
- Demonstrated proficient verbal, written, and interpersonal communication skills to assist a variety of customers.

General Manager - Checkmat Charleston, Charleston SC [Nov 2016 - Apr 2017]

- Undertook elevated gym member concerns; conduct on-the-spot coaching to prevent reoccurrences and establish growth.
- Spearheaded conversion from paper filing system to updated digital software management system.
- Utilized implementation management systems to procure maximum retention, minimum cancellations, and boost membership renewals.

BTI Logistics and Purchasing / Fulfillment Specialist - FSW.com, Denver CO [2013-2016]

- Developed SOPs for Brand Transformation Initiative (BTI) for 300+ nationwide remodels.
- Coordinate, tracked, and managed Front of House (FOH) Capital purchasing for BTI product components used in each remodel.
- Educated vendors on FSW vendor portal and helped with troubleshooting technical issues.

Client Support Specialist - ASF International, Centennial CO [Jun 2012 - Aug 2013]

- Taught customers how to utilize company technology.
- Acquired knowledge of Health Clubs' problems, researched solutions, and implemented improvements.
- Communicated with customers via phone, email, text, and chat to facilitate gym resolutions.

Customer Assistance Agent/Supervisor - Qwest, Pueblo CO [2006 - 2010]

- Managed office of up to 50 employees in absence of supervisor.
- Verbally communicated with customers to resolve complaints, solve problems, and/or offer solutions to technical issues.