

# Nycholas D. Vergara

Tampa, FL

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## Education

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### **Florida State University**

Masters of Business Administration

### **University of Central Florida**

Bachelor of Science in Health Service Administration

Minor: Political Science

**Tallahassee, Florida**

Graduation Summer 2023

**Orlando, Florida**

Graduation May 2020

## Professional Experience

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### **M3 Accounting Services**

Data Integration Specialist I

**Tampa, Florida**

April 2023 – Present

- Integrating data feeds between hotel property management systems and M3 accounting software as well as serve as a primary customer contact and project manager throughout the implementation process
- Review output files from the property management system to identify codes which need to be mapped into our software; plan, manage, and coordinate with the customer to help streamline and improve overall efficiency
- Work with operations teams to identify unique business processes within the client's organization, ensure data accuracy and train clients how to effectively manage/maintain data post go live
- Participate in training activities to maintain technical currency, and to broaden product knowledge and employ a high level of interpersonal communication skills to effectively deliver customer requests.

### **AdventHealth West Florida Division**

Policy Support Specialist/Human Resource Generalist

**Tampa, Florida**

April 2021 – January 2023

- Responsible for New Hires/Transfers HR Onboarding process, supporting new hire logistics in regulatory compliance with human resource and immigration proceedings
- Hosted bi-weekly Teams meetings; New Hire Orientation and The Whole Care Experience reviewing benefits and resources offered to AdventHealth team members and review service standards/practices
- Perform processing, tracking, and documenting compliance-related functions, such as: license/certification/registration maintenance, documentation of employee competencies and performance evaluations, orientations, and employee health requirements.
- Support other West Florida Division initiatives including Division-wide HR Leadership Summit, creating virtual and in-person sessions as well as assisting participants with technical issues for executive leadership engagement, Leading In AdventHealth, & job fair events at Raymond James
- Conducted bi-weekly touchpoints with New Hires/Transfers to discuss transition to new role and resolve any pending inquiries impacting them
- Administrate web-based policy management system in accordance with regulatory, quality and organization requirements
- Ensure that the staff who have policy and procedure development, review, editing and approval responsibilities are adequately trained in organization policy principals, requirements and usage of the policy management software
- Entrusted with daily tracking of COVID infected team members throughout the West Florida Division

**Westwood Family Dental Center**

Assistant Manager

**Tampa, Florida**

January 2016 – April 2021

- Adjust insurance checks and properly enter them into office's financial log via Patterson Eaglesoft
- Develop new filing and organizational practices to adhere to budgeting practices via Quickbooks
- Established new inventory system introducing a new software; Sowingo
- Introduced marketing and communications software for scheduling and coordinated patients' appointments through PracticeMojo & OperaDDS
- Enforced COVID-19 safety protocols during office hours
- Manage office website via Prosites and social media accounts via Instagram & Facebook
- Implemented the deployment and regular maintenance of office workstations and computer server working closely with IT specialist
- Partnered with USF College of Medicine to hire and train students interested in gaining experience in the dentistry field
- Instrumental in coordinating office relocation and installing necessary business equipment

## Volunteer Experience/Projects

**Gracie Westchase**

Asst. Jiu Jitsu Coach

**Tampa, Florida**

Present

**Trinity Café**

Volunteer

**Tampa, Florida**

February 2022

**UCF Health Service Administration Student Association**

Member

**Orlando, Florida**

Fall 2018 – Spring 2020

**Relay For Life- American Cancer Society**

Volunteer

**Orlando, Florida**

March 2019

**KRS Goalkeeping Clinic**

Goalkeeper Coach

**St. Petersburg, Florida**

May 2018 – August 2018

**North Tampa Christian Academy**

Volunteer

**Wesley Chapel, Florida**

May 2018 – July 2018

**Fundación Nueva Vida Para Todos**

Volunteer and Donation

**Bogotá, Colombia**

December 2016 – January 2017

## Certifications

- IHI Open School: Basic Certificate in Quality and Safety

## Additional Experience

**AdventHealth Tampa**

Human Resource Assistant

**Tampa, Florida**

May 2019 – June 2019

**Colonnade Group/Knights Hospitality**

Hospitality Specialist

**Orlando, Florida**

August 2018 – May 2019

**Café Bustelo**

Barista

**Orlando, Florida**

September 2017 – January 2019

**Terra Sur Cafe**

Waiter

**Tampa, Florida**

May 2017 – July 2018

**Tampa Bay Skating Academy**

Food Service

**Tampa, Florida**

October 2015 – January 2016

## Additional Skills

- Bilingual in English and Spanish

- Data Integration, Website Design, Supply Chain Management, Labor Relations, Recruiting/Staffing, Project Management, Process Improvement, Compliance, Insurance Eligibility (Medicaid and Private)
- Microsoft Office Suite (Excel, PowerPoint, Word, Outlook, Teams, SharePoint)
- Microsoft Dynamics CRM
- Microsoft Power Platform (Power BI, Power Apps)
- Business Intelligence Software: Qlikview, PeopleSoft, Perceptive Content, Pinnacle, BadgePass, Glint, NAVEX (PolicyTech), Lawlogix (Hyland Onbase/Guardian)
- Citrix, Quickbooks, Adobe XD, PDF