

# Nick Dixon

Patagonia Repairs Processing Trainer

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## WORK EXPERIENCE

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### Repairs Processing Trainer

Patagonia | Reno, Nevada | Nov 2019 - Present

- Collaborate seamlessly with cross-functional teams, including Customer Experience, Retail, OMT, Returns, Dealer Services, Wholesale, D365 Support, Shipping, Receiving, Trims, IT, Worn Wear, to address customer inquiries, fraud prevention, develop and facilitate training content.
- Produce reports on team productivity performance and key metrics using Microsoft Office Suite, presenting insights to senior management to drive strategic decision-making for business forecasting.
- Spearheaded a data analysis project to evaluate the training program's effectiveness and efficiency, which achieved a remarkable reduction in new hire onboarding time from three months to just one month, a 66% improvement while maintaining the individual error rate under 3%.
- Advocate for diversity and inclusion initiatives, promoting a cohesive and inclusive work environment.
- Coach team members, fostering their professional development and growth within the team and their roles. Provide constructive feedback, implement a plan that results in measurable skill improvement and enhance team contributions.
- Coordinate various training sessions and lead projects by utilizing Microsoft Teams. Leverage its collaborative tools to facilitate coherent communication resulting in streamlining workflows that improve team efficiency which contributes to successful training and project outcomes.
- Initiate outbound customer contacts by email. Successfully resolving approx. 60 emails per week; escalated repair cases which range from 30-45 per week.
- Initiate and manage outbound customer interactions via email, efficiently resolving an average of 60 inquiries per week. Expertly resolve escalated repair cases, averaging 30-45 cases weekly.

### BIPOC PCG Leader

Patagonia | Reno, Nevada | Jun 2020 - Nov 2021

- Fostered emotional intelligence and cultural competence within the BIPOC community and the broader corporate environment.
- Organized events to celebrate cultural heritage and foster cross-cultural interactions, to promote understanding and appreciation of diverse backgrounds.
- Demonstrated strong organizational acumen and adept task prioritization as a leader in the BIPOC community. Actively listened to diverse perspectives, suggestions, and recommendations. Valued and integrated differing opinions which cultivated an inclusive and harmonious work culture.

### Repair Processing Specialist

Patagonia | Reno, Nevada | May 2019 - Nov 2019

- Demonstrated exceptional attention to detail by accurately entering and verifying customer information into databases and digital systems like IBM AS400.
- Maintained a 125% productivity goal for six months while keeping error rate under 3%.
- Organized and maintained electronic and paper records, optimizing data retrieval and accessibility for the leadership team.

**Bartender and Server**

The Row | Reno, Nevada | Aug 2019 - Jan 2020

- Provided exceptional customer service by creating a welcoming atmosphere, actively engaging with customers, and ensuring their needs were met promptly and courteously.

**Head Coach for Basketball Program**

Jam On It Basketball Academy | Reno, Nevada | Jun 2012 - Nov 2019

- Maintained open lines of communication with parents, addressing inquiries and concerns promptly, and ensuring a positive relationship with the program.
- Spearheaded community outreach efforts, organizing basketball clinics, workshops, and events to engage local youth and promote the sport.
- Collaborated with schools, community centers, and local organizations to expand program participation and serve a diverse range of community members.
- Managed program finances effectively, including budgeting, fundraising, and financial reporting, to ensure the program's sustainability and growth.
- Implemented cost-effective strategies and sought sponsorships to provide affordable opportunities for young athletes.
- Organized and managed basketball tournaments, ensuring smooth logistics, scheduling, and adherence to rules and regulations.

**Production Associate**

CustomInk | Reno, Nevada | April 2016 - April 2017

- Managed order fulfillment operations, consistently achieving a production rate of 20+ orders processed per day with an error rate below 2%.

**Cashier**

Costco | Reno, Nevada | April 2015 - Oct 2015

- Provided top-notch customer service by greeting shoppers, answering questions, and assisting with their needs in a friendly and professional manner.

**Customer Service Representative**

GreatCall Inc. | Reno, Nevada | April 2014 - Mar 2015

- Created customer accounts with accuracy and efficiency.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Input order and invoicing information accurately and in a timely manner.
- Assisted customers with orders and problems with activating their phones or troubleshooting.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Provided informative and professional assistance when working with the customers and co-workers.
- Attend training and Customer Service meetings.

**Cashier**

The Home Depot | Sparks, Nevada | Mar 2009 - Nov 2010

- Paid meticulous attention to detail when verifying prices, applying discounts, and scanning items, ensuring customers received correct totals.

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**SKILLS**

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**Technical Skills:** Microsoft D365, SharePoint, SQL, Visual Studio Code, Front-end Development (HTML, CSS, JavaScript), Back-end Development (Node.js, Express, MongoDB)

**System/Certifications:** Microsoft Certified: Dynamics 365 Fundamentals (ERP), Google Data Analytics, Microsoft Office Suite, SharePoint, SQL