

Nicole Domeier

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EDUCATION

Bachelor's Degree in Marketing
Minor in Business Administration

Minnesota State University, Mankato
Graduated May 2007

EMPLOYMENT

Looking to become an asset to a company in my field of marketing, sales or customer service in hopes of building a career.

ADDITIONAL TRAINING AND SKILLS

- Self taught website building software such as Microsoft Front Page, Site Spinner & other platforms
- Efficient in Microsoft Word, Excel, Power Point, Outlook and Customer Relation Manager software

EMPLOYMENT

Lindsay Window & Door, LLC
Customer Service, AR, Marketing

July 2010 to Present
North Mankato, MN

- Answer customer service call center phone calls, emails, chat requests and walk-ins
- Maintain dealer accounts using Customer Relation Management software
- Enter quotes/orders and quality check remote orders & co-worker entries
- Troubleshoot services and warranty work, send out appropriate replacement parts
- Manage customer delivery schedules
- Daily deposit for 4 of our facilities along with answering questions about these transactions
- Monthly credit memo entries and send out account statements
- Process small claims and collection paperwork for past due accounts
- Complete lien waivers and trade reference requests
- Setup all new customers for all locations using CRM, Sage and ordering software
- Update and maintain all websites owned by Lindsay
- Integrated free chat program online for our customer service team to use
- Manage print literature creation, revisions and printing
- Setup adwords and keywords for all website pages to increase SEO and lead generation
- Create sales power point presentations by brand for sales force to use in the field
- Maintain email list and email campaign using Constant Contact
- Create and send out bi-monthly newsletters to our dealer network
- Keep track and analyze internet leads
- Manage Facebook, Twitter and YouTube marketing efforts
- In charge of our entry in the Raw Fusion Show along with other fundraising efforts

**Brown & Brown Insurance Inc.
Commercial Customer Service**

**December 2008 to July 2010
Mankato, MN**

- Obtained commercial and personal insurance licenses
- Built, maintained and updated website
- Update account information using our agency manager program
- Answer customer questions through phone, email and walk-ins
- Submit for insurance quotes to multiple insurers to get the best valued policy

**The Occasions Group
Direct Wedding Marketing Specialist**

**December 2007 to December 2008
North Mankato, MN**

- Create and give direction/approval for email campaigns
- Run A/B tests on websites and email blasts
- Request changes for website to increase sales and search engine optimization
- Price product using competitive analysis
- Manage all catalog revisions and distribution budget
- Choose products features in catalogs and website based on sales performance and branding
- Held online bridal chats
- Work with other industry partners such as airlines & travel agencies for list building

**Carlson Craft Social
Customer Service Management Trainee**

**March 2003 to December 2007
North Mankato, MN**

- Created and made changes to rebranded dealer sites
- Trainer in both customer service and eCommerce departments
- Took escalated customer service calls for resolution
- Created and maintained a customer service scheduling system based on call volume
- Answered questions from customer service representatives

COMMUNITY INVOLVEMENT

- Facilities Coordinator at Elevate Church
- Volunteer to update and maintain Elevate Church's website
- Food packing for Kids Against Hunger and Jesus Food
- Attend multiple fundraising events such as the MN Teen Challenge Galla, Annual Hospice Event, Habitat for Humanity Dinner among others

LinkedIn: <https://www.linkedin.com/pub/nicole-domeier/11/484/6a4>

REFERENCES

Dana Truebenbach 507-317-0944 Prior employment human resources manager at Lindsay Windows
Jill Cusick 507-340-4320 Prior co-worker at Carlson Craft Social
Jaci Christensen 507-382-8537 Prior colleague at The Occasions Group
Senthil Rajamanickam 630-770-0139 Business Partner at Lindsay Windows IL location