

Nicholas Johnston

Fort Collins, CO 80525

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- 13+ years of customer support experience
- 10+ years of Microsoft 365 program experience
- Outstanding ability to establish meaningful relationships with customers, staff, and other departments
- Expertise in written communication; excellent grammar, proofreading and editing skills
- Excellent ability to proactively understand needs of internal and external customers
- Superb ability in utilizing and leveraging resources for self learning
- Demonstrated capability to prioritize, manage time, and organize effectively
- Proven ability to work with limited supervision and exercise independent judgment
- Established knowledge of accounting and financial concepts and budgeting
- Exceptional skill in exceeding customer support expectations
- Proficient in successfully leading teams, coaching, and providing feedback

Work Experience

Customer Advocate II

Advanced Energy - Fort Collins, CO

August 2013 to Present

- Direct point of contact for top customer accounts in the repair of power supplies used for semiconductor manufacturing, which consisted of 2,100+ repair orders for 2023 calendar year; fully supported from quote to invoice
- Responsible for using ERP/SAP system to create quotes; schedule repairs based on priority; interpret & process purchase orders; creating necessary shipping documents; as well as establishing customer lines of credit and payment terms; invoicing; and collecting and reconciling on past due payments
- Directly contributed to the creation and project management of company's customer portal; providing input on customer needs and expectations; collaborated with customers on their experience with the portal, and provided feedback to internal team to create better customer satisfaction
- Frequently collaborated with sales, marketing, accounting, engineering, and operations teams to best navigate paths to resolutions on customer escalations, and to enable the best customer experience
- Maintained constant contact with customer; leading customer meetings, providing weekly delivery schedules and status on backlog exceeding an average of 250 repairs; each repair varying in priority and importance; also addressing any questions, concerns or escalations
- Mentored and trained new hires, as well as less experienced customer advocates; created standardized processes for customer advocate role
- Managed all customers in United States territory from Texas to Maine, as well as any international customers
- Established high level knowledge of Microsoft 365 programs (Outlook, Word, Excel)

Shipping & Receiving Manager

Advanced Energy - Fort Collins, CO

August 2013 to Present

- Responsible for direct support of various manufacturing plants, communicating daily via Outlook; physically gathering needed parts for shipments, packing parts, and creating shipping documents for outgoing orders
- Collaborated daily with customer advocates and engineering teams, ensuring any customer critical shipments were made
- Maintained daily accurate records of all shipments and documents
- Built strong understanding of import & export regulations and requirements; frequently collaborating with legal team regarding classification of military grade power supplies

Office Manager Print Shop

Sawyer County Gazette - Hayward, WI

January 2010 to October 2013

- Proofread and edited articles for small town newspaper with 1500 subscribers
- Built strong understanding of tight deadlines; frequently making changes for final print until the last possible hour
- Utilized Adobe creative suite to design newspaper advertisements for local businesses and organizations; providing proofs, receiving feedback, and creating any changes for customer satisfaction and for final print in newspaper
- Managed print shop, collaborated with customers on requests for raffle tickets, flyers, and books; ensured all materials were ordered and on hand for all ongoing customer projects; responsible for daily maintenance of print shop area
- Updated and maintained social media page to engage customer interaction
- Met with courier weekly to pick up newly printed newspapers; traveled to each business to drop off new prints as well as to pick up any leftover newspaper prints

Education

Undergraduate in Information Technology

University of Phoenix-Online Campus - Remote

August 2006 to February 2009

Skills

- Database management
- Mentoring
- Manufacturing
- Adobe Creative Suite
- Interviewing
- Organizational skills
- Marketing
- Time management
- Sales
- SAP
- Microsoft Excel

- Microsoft Outlook
- Accounting
- Proofreading
- Management
- Account management
- Shipping & receiving
- Salesforce
- Document Management
- Microsoft SharePoint
- Office Management
- Supervising experience
- Microsoft Office
- Customer service
- Microsoft Excel
- Office experience
- Sales
- Administrative experience
- Leadership
- Account management
- Customer relationship management
- Mentoring
- Accounting
- Interviewing
- ERP systems
- Manufacturing
- SAP
- Proofreading
- Procurement
- Computer skills
- English
- QuickBooks
- Communication skills
- Microsoft Outlook
- Organizational skills
- Negotiation
- Accounting software
- Time management
- Logistics
- SAP ERP
- Forklift

- Microsoft Word
- Customer retention
- Computer literacy
- Analysis skills
- Data entry
- Mechanical knowledge
- Shipping & receiving
- Warehouse experience
- OEM
- Supply chain management
- Phone etiquette
- Public speaking
- Supply chain
- Door-to-door
- Financial Concepts
- Project Management
- Process Improvement
- Accounts Receivable
- Pricing
- Microsoft Powerpoint
- Restaurant experience
- Hospitality
- Commercial construction
- Windows
- Service writing
- Dealership experience
- Upselling

Certifications and Licenses

Driver's License

Present