

Nicholas G. Dillan

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651-336-1216

Professional Profile

- Customer Service - Solid background in customer service and customer relations. Hands-on customer service with highly developed communication skills that help meet the diverse needs of today's customers.
- Communication - Direct communicator with well-developed interpersonal skills. Able to adapt to various business settings and develop productive relationships with colleagues, customers and staff at all levels.
- Skills - Team-oriented and able to thrive in fast-paced environments. Computer literate in addition to holding advanced certifications in auto mechanics, tooling, and heavy machinery.

Experience

Nick's Automotive- Twin Cities, Auto Technician and Business Owner 2018 - Present

- Established relationships with guests to ensure growth through repeat business.
- Promptly follow-up with new, and repeat customers following work completion.
- Diligently correspond in a timely manner with potential customers.
- Obtain recommendations via word-of-mouth to expand client base throughout the twin cities.

Archway- Rogers, Maintenance Technician 2018 - 2018

Responsible for the up keeping of the facilities and warehouse.

- Data entry into work logs for the management team on a daily basis.
- Performed all other designated assigned duties as given.

Jimmy Johns- Bloomington, Delivery Expert 2016 - 2018

- Displayed a punctual and professional appearance.
- Displayed competency in cash collection and POS computer system.
- Liable for the payment collections and timely product delivery.

Dominos Pizza- Crystal and Edina, Delivery Expert 2014 - 2016

- Maintained focus on customer satisfaction through a sense of urgency, and accuracy.
- Responsible for order accuracy and a timely product delivery for all customers.
- Utilized highly-developed navigation skills for prompt delivery.

Holiday Station Stores- Osseo, Sales Associate 2012 - 2014

- Properly entered cash intake, credit cards, and EBT payments.
- Responsible for restocking goods throughout the store, in addition to age verification on specific goods with age restrictions.
- Executed cash drawer pulls and deposits.

Education

North Hennepin Technical College - Brooklyn Park, Alumni: Aug, 2012

- Degree, Associates of Science in Automotive Mechanics
- Certification, H.E.P.A.
- Certification, Forklift

S.E.C.A. Senior High School – Richfield, High School Diploma: June, 2010

Salary Requirements: Open and Negotiable