

NICHOLE ANDERSON

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Professional Summary

Customer-oriented business management with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Results-oriented, strategic sales professional with 10 years in the management and customer services industry.

Skills

- Regulatory compliance
- Cash Flow analysis
- Sheet balancing
- Payment processing
- Budgeting
- Financial reporting

Work History

- Invoice Specialist** **09/2013 to 07/2019**
Dillmanns Custom Concrete **Fort Collins, CO**
- Entered invoices requiring payment and disbursed amounts via check, electronic transfer or bank draft
 - Improved accounts payable processes and achieved 86% reduction in late fees
 - Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping
- Head Bartender** **12/2011 to 10/2013**
Greeley Moose Lodge **Greeley, CO**
- Taught staff how to deliver outstanding service to every customer without sacrificing profit objectives
 - Took customer orders and capitalized on opportunities to sell special beverage and food options
 - Stayed up-to-date on state laws regarding alcoholic beverage services and maintained 98% compliance for 7 inspections
 - Followed alcohol awareness procedures for prevention of intoxicated guests
 - Maintained secure cash drawers, promptly resolving discrepancies for accuracy
 - Polished glassware, Cleaned tables and removed debris to keep customer areas fresh and clean
 - Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies
 - Maintained inventory and ordered new supplies when needed
 - Maintained accurate cash drawer of \$600.00 or more per shift
 - Provided bar services for numerous public and private events
 - Led and directed 15 team members on effective methods and operations to run profitable, successful bar
 - Enhanced sales 76% and profit 92% through improved management approaches and enhanced employee training on sales techniques
- General Manager Of Hotel** **08/2009 to 07/2011**
La Quinta Inn & Suites **Loveland, Colorado**
- Managed quality assurance program including on site evaluations, internal audits and customer surveys
 - Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
 - Developed team communications and information for Team meetings
 - Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping
 - Managed approximately 25 incoming calls, emails and faxes daily
 - Monitored social media and online sources for industry trends

Education

- Bachelor of Science: Business Administration And Management** Tempe, AZ
University of Phoenix
- Graduated in Top 10% of Class
 - Professional development completed in administration, Management, Handle Multiple Priorities (multitasking skills)
- Associate of Arts: Small Business Administration And Management** Tempe, AZ
University of Phoenix
- Continuing education in Business Management
- High School Diploma** Loveland, CO
Loveland High School
- Awarded : Agricultural Business, not afraid to do hands on within the class