

Nickolas Paetznick

North Saint Paul, MN

- Email me on Indeed: <http://www.indeed.com/r/Nickolas-Paetznick/b7f8185d47d34e80>

To continue working hard and evolve with my experiences.

Authorized to work in the US for any employer

Work Experience

Packaging Specialist

UPS - White Bear Lake, MN

April 2019 to Present

- Packaging
- Customer Service
- Technical Skills
- Printing Services
- Notary & Fax Services

Grocery Shopper/Delivery Driver

Go Go Grocery - Saint Paul, MN

May 2018 to April 2019

- Customer Service
- Food Services
- Delivery Driving

CSA - Customer Service Associate

Payday America - Roseville, MN

February 2018 to May 2018

- Customer Service
- Keen attention to detail with all types of loan transactions
- Qualify each customer appropriately
- Meet new account goals
- Data Entry
- Performing other duties as assigned by management to maximize store profitability and customer satisfaction

Production Associate

WDI - Forest Lake, MN

October 2017 to December 2017

- Working with wood products in a manufacturing environment

Pharmacy Technician

EGS/Alorica - Mendota Heights, MN

October 2016 to May 2017

- Processing prescriptions
- Verifying and entering appropriate information into systems
- Resolving claims through doctors offices and patients
- Completing Inbound/Outbound calls with a high level of accuracy
- Meeting established productivity, schedule & quality standards

Residential Agent

Xcel Energy - Roseville, MN

July 2015 to October 2016

- Account Management
- Customer Service
- Computer Skills
- Critical Thinking & Problem Solving
- Communication Skills
- Telecommunication
- Billing & Payment

Security Officer

Andy Frain Services - Mahtomedi, MN

April 2015 to June 2015

- Data Entry
- Customer Service
- Service Control
- Observations & Reporting
- Communication Skills
- Paperwork & Numbering
- Maintaining A Clean & Safe Environment

Material Data Coordinator - Lead

LCI-Lawinger Consulting, Inc. - Osseo, MN

August 2013 to August 2014

- SAP Company Functioning
- Processing Worldwide Materials & Functions
- Technical Knowledge & Skills - Computer/Communications
- Excel Spreadsheets
- Resolving Tickets (Help Desk - Online)
- Reviewing & Maintaining 3M/SAP Policies

Event Specialist - Lead

Advantage Sales & Marketing - White Bear Lake, MN

March 2010 to May 2013

- Record keeping/Paperwork
- Supervising Event Employees
- Engaging consumers by creating brand awareness & enthusiasm
- Dynamically & aggressively selling products to customers
- Sampling products to customers
- Preparing & Cooking Food within a time frame

Customer Service Associate/Replenishment

JC Penney Department Store - Maplewood, MN
August 2008 to March 2010

- Help/Greet Customers
- Replenishment/Fill Sales Floor
- Back Stock
- Sales Floor/Cashier
- Basic Selling/Add ons

Customer Service Representative

Helgeson Enterprises - White Bear Lake, MN
January 2007 to August 2008

- Call Center/Customer Service Rep
- Computer Use/Daily
- Tech Skills/Daily
- Phone Skills/Daily
- Data Entry/Daily

Sales Floor Associate

Target Department Store - Roseville, MN
August 2006 to January 2007

- Grocery Stock
- Sales Floor Associate
- Replenishment

Sales Floor Associate/Sales Register

Office Max - Forest Lake, MN
April 2003 to June 2006

- Help & Greet Customers
- Working Register/Checkout
- Replenishment
- Pulling Items from Receiving
- Basic Sell/Add on

Education

AAS in Communications Technologies

Century College
September 2014 to Present

BS in Engineering in Drafting & Design

Dunwoody College of Technology - Minneapolis, MN
August 2012 to May 2013

Associates in Arts

Century College - White Bear Lake, MN
September 2010 to 2011

High School Diploma

Chisago Lakes High School - Lindstrom, MN
2006

Skills

- Microsoft Word (9 years)
- Final Cut Pro (2 years)
- Photoshop (4 years)
- Microsoft Excel (2 years)
- SAP (1 year)
- Communications (3 years)
- Customer Service (10+ years)
- Telephone Skills (6 years)
- Mac OS X (6 years)
- Windows (10+ years)
- Supervising (2 years)
- Call Center
- Customer Care
- Customer Support
- CSR
- As400 (1 year)

Certifications and Licenses

Pharmacy Technician

October 2016 to October 2018

Pharmacy technicians work with pharmacists to help prepare and give out prescription medication. ... They take prescriptions over the phone or in person, work with health professionals and customers, help mix medicines, count pills, measure medication, label and give instructions for medicine, and help take payments.

Assessments

Customer Focus & Orientation — Expert

November 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/b192b734e0a4a3fcab5253a6d75e0cd8eed53dc074545cb7

Project Management Skills: Time Management — Highly Proficient

November 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: https://share.indeedassessments.com/share_to_profile/e68010c5a5ab67e2df3592d87ff9ea4ceed53dc074545cb7

Warehouse Associate — Highly Proficient

February 2020

Assesses the tendencies that are important for success in warehouse roles.

Full results: https://share.indeedassessments.com/share_to_profile/dadcc27b80b5465e8e8eca4d798861e8eed53dc074545cb7

Dental Patient Care Coordinator — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/ed4b17731f70e49638530c1693aa438feed53dc074545cb7

Organizational Skills — Highly Proficient

July 2019

Arranging and managing information or materials using a set of rules.

Full results: https://share.indeedassessments.com/share_to_profile/de77289850cb65e9609423db9d66bd6ceed53dc074545cb7

Attention to Detail — Highly Proficient

March 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/c471d170e2008b6b4d5dec70de8e1b45eed53dc074545cb7

Customer Service — Highly Proficient

March 2020

Identifying and resolving common customer issues.

Full results: https://share.indeedassessments.com/share_to_profile/e8ed92ab8eda958fab66e23e7e534240eed53dc074545cb7

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