

# Michael S. Nicholas

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## **Professional Experience**

*Factual Data, Loveland CO*

*July 2007 – Present*

*Client Service Specialist/Sales Support/Offshore Operations/Portfolio Processor*

April 2015 – Present

- Handle escalations from our clients for all departments in the company from our Sales Representatives and Account Managers.
- Assist in providing solutions to these escalations, either by handling and solving myself, or working with direct contacts in other departments to help provide resolutions, as well as communicating directly with the clients how these situations unfold and are eventually resolved.
- Help supervise and direct the day to day operations of our offshore team in the Philippines for credit supplement processing, including additional research and information from internal resources, direction and resolution of difficult files, and providing additional trainings, coaching, and support as needed.
- Process portfolios for our clients for all company products, predominantly Credit and Flood Products (presently portfolio backup, full time portfolio processor from April 2015-June 2018).

*Research Analyst / Floodplain Mapper/Quality Control Analyst*

July 2007 – April 2015

- Presided over a large group of floodplain mappers and do the final QC of disputed flood zone cases before delivering results to clients.
- Utilized elements of GIS, engineering services, official government documents, aerial imagery, mathematical formulas and various maps to assign flood zones for various structures.
- Troubleshoot basic programming issues that arise from time to time and come up with viable solutions to those issues.
- Consult with insurance companies, mortgage companies, private companies, and homeowners to explain the ramifications of the research results. Advise them on what course of action should be taken.
- Provided daily reports using Microsoft Excel.
- For some escalations in which the accuracy of a particular case had been verified, and client inquired about possible reimbursement on flood insurance, I prepared reports and gather information for possible claims for upper management.
- Created professional map overlays and map exhibits to send to clients.
- Gained extensive knowledge of the LOMA process, NFIP, FEMA, GIS, and have many current working relationships with Corelogic (industry leader) and various Floodplain Managers throughout the country.
- Also assisted other departments (Portfolio and Mortgage) with updating credit supplements and completing portfolios of our various products to clients.

## **Education**

University of Illinois at Urbana-Champaign

Bachelor of Science in Geography, May (2003)

## **Certifications and Professional Organizations**

- GIS Certification (2005)
- University of Illinois Alumni Association

## **Transferrable Skills**

- Ability to maintain and prioritize multiple sets of responsibilities
- Effective problem-solving skills
- Outstanding communication skills
- Dependable, enthusiastic, and professional
- Experienced in Microsoft Office Suite (including Word, PowerPoint, Excel), Photoshop

**Additional Experience**

***Home Depot, Ft. Collins, CO, August 2006 – Present***

Garden Sales associate (part-time), Nursery Certified

***Driver, Lyft, Ft Collins, CO, January 2017-2018***

***Menards, Champaign, IL, July 1999-July 2006***

Loader/Cashier