

Troy Nichols

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Iowa City, Iowa, 52246

PROFESSIONAL SUMMARY

Bachelor of Liberal Studies graduate from the University of Iowa combining strong interpersonal skills with proven adaptability. Demonstrates excellence in team collaboration and independent project execution, backed by hands-on experience in security operations and customer service. Committed to leveraging analytical skills, technical proficiency, and professional experience to drive organizational success.

CORE SKILLS

Professional communication	Emergency response	Attention to detail
Customer service excellence	Cash handling & transactions	Conflict resolution
Security operations	Report documentation	Microsoft 365 proficiency
Critical problem-solving	Team collaboration	Advanced typing speed (78 WPM)

TECHNICAL SKILLS

Microsoft 365 Suite	Digital documentation systems	Business computing
-Word, Excel, PowerPoint, Outlook	Database management	fundamentals (BAIS:1500)

WORK EXPERIENCE

University Of Iowa Parking And Transportation | Iowa City, IA
Parking Attendant **Aug 2022 - Aug 2024**

- Provided clear guidance on parking structures and payment systems to enhance customer experience.
- Managed diverse payment operations including cash handling and credit card transactions with consistent accuracy.
- Maintained parking facility safety through proactive monitoring while addressing customer concerns in real-time.

University of Iowa Department of Public Safety | Iowa City, IA
Student Security Guard **Aug 2021 - July 2022**

- Managed multi-feed CCTV monitoring systems to ensure rapid incident detection and facility security.
- Developed detailed incident reports supporting civil and criminal proceedings.
- Delivered critical first-aid assistance prior to first responder arrival.
- Conducted systematic building inspections and patrols to prevent unauthorized access and maintain security standards.

Hy-Vee | Muscatine, IA
Service Clerk **Aug 2018 - July 2021**

- Delivered exceptional customer service through professional communication while maintaining company standards.
- Managed high-volume customer inquiries via telephone and in-person, providing accurate service information.
- Demonstrated versatility in food preparation, following detailed recipes and customization requests while meeting performance metrics.

EDUCATION & CERTIFICATIONS

Bachelor of Liberal Studies (May 2024)
Track: Global Studies
University of Iowa | Iowa City, IA