

# **Maria A. Nickens**

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**OBJECTIVE:** A position in Healthcare / Human Services

**EDUCATION:**

**State University of New York College at Buffalo** May 2021

Bachelor of Science Degree in Individual Studies

Concentration: Exceptional Education, Health Sciences

Coursework: Spanish 101 & 102, Behavior Management, Individuals with Mild/Moderate/ Severe & Multiple Disabilities, Sociology of Addiction, Computer Fundamentals

Major GPA: 3.56/4.0

**State University of New York at Buffalo**

August 1984-May1986

Concentration: Nursing

Coursework: Anatomy/Physiology, Nutrition, Biochemistry, Psychology, Sociology

**PROFESSIONAL EXPERIENCE:**

**Liberty Travel – Amherst, New York**

Team Leader, Area Accountant, Travel Consultant

July 1999- April 2020

- Established and maintained strong rapport with new and returning customers.
- Identified customer needs and preferences in person and over the phone to create custom travel arrangements
- Selected, supervised and trained shop staff
- Actively managed finances for 22 shops across New York State and New England
- Created educational financial presentations to address changes in company policy or procedure

**Children's Hospital of Buffalo – Buffalo, New York**

February 1997 – July 1999

Customer Service/ Phlebotomy

- Handled patient registration and drew blood for testing
- Received lab samples and ordered tests
- Compiled and managed reporting
- Reviewed inventory and ordered supplies
- Addressed and resolved issues with patients and physicians

**COMMUNITY INVOLVEMENT:**

Newman Center at UB – Homeless Outreach, Food Pantry & Student Outreach Volunteer

Millard Fillmore Hospital – Junior Volunteer

**COMPUTER SKILLS:**

Microsoft Office Suite, Apollo, Sabre, Analytics, Spreadsheets

