

# Nicolas B. Grandmont

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56 Aldrich Street

Granby, MA 01033

(413) 539-3797

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nbgrandmont@gmail.com

Western New England University, Springfield MA

Major: Mechanical Engineering

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Motivated professional in leading successful projects and teams. Proven record of planning and executing projects and driving operational efficiency in fast-paced environments. Skilled communicator with the ability to motivate and inspire teams to drive positive outcomes and develop long-term customer relationships. Adept at utilizing a combination of analytical, technical, and problem-solving skills to maximize team performance. Dedicated management professional with experience leading high-performing teams in a diverse and dynamic environment. Adept in developing and implementing service strategies tailored to customer needs, managing customer complaints, and driving customer satisfaction. Ability to identify and resolve service issues, streamline processes, and exceed organizational goals.

## **Certifications**

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- ServSafe Certified

## **SKILLS**

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- Staff Development
- Performance Management
- Policy Implementation
- Time Management

- Operations Management
- Workforce Management
- Customer Relationship Management (CRM)
- Team Leadership
- Hand tool usage

## **EXPERIENCE**

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### **MANAGER**

Funhub Action Park Hadley, MA  
February 2023 - July 2024

- Mentored and trained new employees on company policies and procedures.
- Provided support for customers by addressing complaints quickly and efficiently, displaying exceptional customer service skills.
- Monitored team productivity and performance to support goals.
- Assigned, prioritized, and delegated tasks and responsibility to employees.

### **SHIFT MANAGER**

Mrs. C's Westfield, MA  
July 2024 - Present

- Handled customer relations while working
- Maintained the cleanliness of the cafe on a shift to shift basis
- Taught employees about cleaning, upkeep, and usage of all machines
- Made sure all foods and drinks were properly prepared

## **EDUCATION**

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### **HIGH SCHOOL DIPLOMA**

Granby Jr/Sr High School, **Granby, MASSACHUSETTS** June, 2024

### **Awards & Honors**

- English Excellence
- Government Award
- History Award