

# NICOLE ERICKSON

📞 937-681-9143

✉ nmerickson27@gmail.com

📍 2537 California Ave

Kettering, OH, 45419

## WORK EXPERIENCE

**Administrative Assistant** We Care Arts / 2023 - Present  
Manage donor database, ensure the smooth operation of facilities, and actively participated in the corporate compliance committee. Created an onboarding system and onboard all new employees. Monitor HR files and implemented 30, 60 and 90 day check-in procedure with new employees. Organized volunteer activities, implemented new procedures for efficiency, and contributed to fundraising events and community outreach programs. Fostering positive relationships with participants, volunteers, donors, and community partners.

**Server** Dayton Funnybone / 2013-Present

**Server** / June 2023-Present

After securing the position at We Care Arts during the week, I made the decision to step down from my role as head server.

**Head Server** / October 2017-June 2023

All server responsibilities in addition to establishing and developing a training procedure; wrote and designed a training packet and training process for servers. Function as a bridge between manager, kitchen and servers to streamline and maintain quality service to customers. Ensure club cleanliness and inspect that all sidework is completed to properly close at the end of the night.

**Bartender** / March 2015- October 2017

Mix drinks for front counter guests and for servers in the showroom. Cash out all front bar customers and provide servers' bank for the shift.

**Server** / April 2013- October 2017

Deliver drinks, take orders, run trays, sauce plates and ensure product quality while maintaining a clean work environment. Deliver customer satisfaction to 20-40 customers and cash out bills in the dark all within a hour and a half show. Also expedite comedians' comfortability by catering to their specific needs.

**Front Counter Associate** The Cakery / 2018-2023

Selling cakes and cupcakes to customers, providing them with treats for their special occasions. Run registers and efficiently answer phones to ensure smooth transactions and promptly address inquiries. Maintaining area cleanliness Designing cookies, cupcakes, and other confections, infusing each creation with artistic flair and meticulous attention to detail, ultimately ensuring customer satisfaction and delight.

**Managing Esthetician** Massage Envy / 2013-2016

Catered to clients skin care needs by analyzing their issues and providing them with facials; education on Murad skincare line; upsold products by recommending skincare home regimen.; kept track of product inventory.

## CERTIFICATION/LICENSE

**Family Advocate FAMA.S.STC**

Sinclair Community College

This certificate enhances career opportunities in agencies and organizations that provide a wide variety of social services.  
2022

**Mental Health First Aid**

Montgomery County ADAMAS Board

07 06 2023 - 07 06 2026

**First Aid and CPR**

National CPR Foundation

04 10 2023- 04 10 2025

**Managing Esthetics**

Creative images Institute Of Cosmetology  
2012

## EDUCATION

**Miami University-Middletown**

Pursuing Bachelors of Arts in  
Psychological Science  
2023-Present

**Sinclair Community College**

Associates in Social Work  
2019-2022

Extracurriculars:

Phi Theta Kappa

Recognizes academic achievement of college students and provides opportunities for them to grow as scholars and leaders.

**Creative Images**

Managing Esthetics License  
2011-2012

**Northmont High School**

Honors High School Diploma  
2006-2010

Extracurriculars:

DECA Inc

Prepares emerging leaders and entrepreneurs for careers in marketing, finance, hospitality and management in high schools and colleges around the globe.

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## ACHIEVEMENTS

### We Care Arts

Core Value Awards  
Safety  
12/2023

### DECA

Regional Champion  
Hotel and Lodging  
2009

### Massage Envy

Boosted Massage Envy's  
product sales in the first  
quarter of my employment  
by 40%.  
08/2013

### Sinclair Community College

Dean's List Every Quarter  
2019-2022

## VOLUNTEER EXPERIENCE

### Social Work Intern

Miamisburg City Schools / August 2022 - March 2023

Assisted twice a week in the after-school behavioral help program, providing support to children requiring additional attention. Cultivated meaningful relationships with these students to foster their social and emotional development. Facilitated connections between students, faculty, and peers to promote a supportive environment. Shadowed the school social worker to gain insight into day-to-day responsibilities and procedures. Originally undertaken as a practicum position, extended involvement beyond required hours to ensure continuity of support for students throughout the academic quarter.

## SKILLS

- Guest Experiences
- Cash Register Operations
- POS Inventory System Operation
- Crisis Intervention
- Social Work Processes
- High-Volume Dining
- Sales Expertise
- Quality Control
- HR Procedures
- Positive Reinforcement Methods
- Social and Group Settings
- Confidence Building
- Computer Programming
- Data Analysis
- Project Management
- Time Management
- Problem Solving
- Communication Skills
- Leadership Abilities
- Team Collaboration
- Adaptability
- Attention to Detail
- Organizational Skills
- Customer Relationship Management
- Marketing Strategies
- Research Skills
- Multitasking Abilities
- Creative Thinking
- Conflict Resolution