

08/16/2017

## Nicholas Pell

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www.nicholase-portfolio.yolasite.com

### Objective

I seek to support your company in creating outstanding customer experiences. Having worked for many organizations in phone-centered positions, I bring knowledge in the field of customer service, Microsoft Office 365, and Spanish-language competency (verbal/written). With my experience in customer service as well as exposure to many world cultures, I provide a holistic and diverse perspective, and an excellent ability to adapt to change.

### Education

#### Salt Lake Community College

2012 | Associate of Art – International Studies – Honors; 3.8 GPA

2012 | Associate of Science – General Studies – Honors; 3.8 GPA

- Co-organized World AIDS Day Fundraiser December 2010
- President of Gay-Straight Association Spring 2011

#### Woods Cross High School

2009 | High School Diploma; 3.6 GPA

- Honor Roll

### Experience

#### Bi-lingual (Spanish/English) Customer Support Representative

**September 2016** – June 2017

PacifiCorp | 825 NE Multnomah St Ste. 300 Portland, OR 97232 **Phone:** 503.813.7100

#### Pest Control Technician

**March 2016** – August 2016

Edge Pest Control | 7754 SW Nimbus Ave Beaverton, OR 97008 **Phone:** 503.648.3343

#### Valuation Specialist and Market Researcher

**October 2015** – March 2016

AudaExplore | 4211 SE International Way Milwaukie, OR 97222 **Phone:** 503.652.3350

#### VW Credit/AudaExplore

**November 2014** – October 2015

Ultimate Staffing | 1001 SW 5th Ave #320, Portland, OR 97204 **Phone:** 503.227.5583

[*Volkswagen Credit*] Outbound Dialer Specialist – Account Delinquency Resolution Specialist;

[*AudaExplore*] Vehicle Valuation Specialist – Market Researcher

#### Bi-lingual Global Customer Support Representative

**November 2012** – October 2014

eBay Inc. | 583 eBay Way Draper, Ut 84020 **Phone:** 800.367.5690 (**Co. code:** eBay or 13993)

-Member-to-member Spanish/English translations, inbound/outbound phone calls, email support, and leader on team and department engagement committees

#### Car Salesman

**August 2012** – November 2012

Larry H. Miller Honda | 5808 S. State St. Murray, Ut 84107 **Phone:** 801.262.3331

-Maintain excellent Honda product knowledge, sell cars, and explain car technology to customers

#### Route Manager

**May 2012** – August 2012

RSI Marketing | 128 Production Ct Louisville, Ky 40299 **Phone:** 502.690.2261

-Establish routes for professional pest control and maintenance of Spanish-speaking accounts

#### Technical/Billing Support Specialist

**June 2011** – April 2012

Convergys/DirecTV | 860 Levo Drive Murray, Ut 84123 **Phone:** 513.723.7000

-Over-the-phone technical support, explanation of bills, and channel package up-selling

### Skills

- **Bi-lingual** (Spanish/English)
- Fortune 500 customer service experience (eBay Inc.)
- Critical-Thinker
- Results-Oriented
- Call center experience