

SANDRA NICOLAS
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EDUCATION

NEW YORK CITY COLLEGE OF TECHNOLOGY, CUNY

Bachelor of Science in Business and Technology of Fashion

Anticipated June 2024

NEW YORK CITY COLLEGE OF TECHNOLOGY, CUNY

Associates of Science in Business and Technology of Fashion

June 2022

PROFESSIONAL EXPERIENCE

Advanced Care Staffing, Brooklyn, NY

April 2022– September 2022

Advanced care staffing mission is not only to be a premier healthcare staff provider in the Tri-state area, but to be instrumental in elevating the quality of U.S. healthcare to new heights.

Operations Manager

- Developed and maintained relationships with clients and all key personnel, ensuring that all clients' needs and expectations are satisfied.
- Managed client account revenues, including addressing issues related to needs, complaints, requests, suggestions, and staff payroll, etc.
- Operated as the liaison between Advanced Care Staffing, 90-100 Healthcare Professionals, and 23-25 Facilities, including management of satisfying contractual obligations.
- Monitored employees' credentials by communicating with Human Resources to ensure all profiles and licenses were up to date.
- Coordinated sourcing for clients by ensuring that deliverables met quality standards and conformed to their staffing needs for review and consideration within a timeline.

Amazon Fulfillment Center, Staten Island, NY

Amazon's mission includes being Earth's most customer-centric company, best employer, and safest place to work.

Associate I / Head problem Solver/ Process Guide

April 2020 – April 2022

- Conducted, diagnosed, and resolved risk assessments and implemented mitigation plans relating to inventory including printing ASIN labels, damaged out products, and by adding expiration dates to food and health products.
- Resolved issues in a timely manner.
- Utilized Excel to track problem-solving issues efficiently and accurately.
- Led, trained, and supervised up to 8-10 associates to perform various duties such as collections, check-ins, jackpot, dwells, and CPT.
- Assisted in the management of 150 associates, ensuring that junior Associates met productivity levels and identified/mitigated friction points (anything that hinders performance).

Public Administrator County of New York, Brooklyn, NY

The Public Administrator mission is to administer estates that would otherwise remain unadministered; to protect the decedent's property from waste, loss, or theft.

August 2020 – January 2020

Intern

- Assisted with administration of the estates of decedents, including paying taxes, managing real property, and safekeeping personal effects.
- Assisted in planning, designing, and implementing automated record keeping systems.
- Conducted investigations into financial resources, real property, and other assets of deceased persons, including the location of heirs or other interested parties.

LEADERSHIP EXPERIENCE

All Things S&R, New York, NY

May 2021 – Present

Founder

- Repurpose shelf-pull collections by reselling quality garments at half the market price.

Collective Focus, Brooklyn, NY

September 2022- Present

Retail Lead

- Collect clothing donations and visualize merchandise for the storefront.

SKILLS/CERTIFICATIONS

- Microsoft Office Suite, Appli, Avionte, Adobe, Jazz HR, 35 Contact Hours-PMI Authorized PMP Exam Prep, Google Project management certification.

LANGUAGES

- Fluent in both written and spoken English and Haitian Creole.