

Sandra Nicolas

Richmond Hill, NY 11418

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EDUCATION BACKGROUND:

<u>Degree</u>	<u>Year</u>	<u>University</u>	<u>Major</u>
BS	2024	New York City College of Technology	Business and Technology of Fashion
<i>Module Emphasis:</i> Fashion Merchandising Administration and Global Fashion			
AA	2022	New York City College of Technology	Business and Technology of Fashion

CERTIFICATION:

Sexual Harassment, Gender-Based Harassment, and Sexual Violence Student Curriculum 2024

The New York City College of Technology, CUNY Online

ISSA Certified Personal Trainer 2023

International Sports Sciences Association, ISSA Online

National Health and Safety Association Standard CPR/AED Credential ID: 423876-3211502D81 2023

35 Contact Hours-PMI Authorised PMP Exam Prep. 2023

PROFESSIONAL EXPERIENCES:

Operations Assistant, Flight Management IOM- International Organization of Migration Aug,2023-Present Queens, NY

- Executed off-flight management tasks at JFK International Airport by assisting refugees with a smooth transition to the United States.
- Supervised a team in welcoming and facilitating arriving flights, delivering procedural briefings, guiding passengers through immigration processes, and ensuring observance of Customs and Border Protection (CBP) regulations, demonstrating leadership skills at the evaluation level.
- Collaborated with Operations Focal Point and supervisors to promptly address operational issues, applying analytical and problem-solving skills at the analysis level.
- Facilitated seamless transitions for arriving passengers, coordinating with flight management colleagues, and maintaining effective communication channels, demonstrating communication skills at the synthesis level.
- Assisted in medical cases, ensuring accurate completion and submission of hospitalization documentation, showcasing attention to detail and procedural compliance at the synthesis level.

Personal Trainer

Crunch Fitness-Richmond Hill Jan. 2023- Aug. 2023 Queens, NY

- Created exceptional personal training experiences for introductory package clients, fostering a positive rapport and setting the foundation for successful fitness journeys.
- Developed and implemented comprehensive fitness programs tailored to clients' goals, incorporating exercise selection, nutritional guidance, and lifestyle education to promote long-term success.
- Educated clients on available fitness tools to support their goals, empowering them to make informed decisions about their fitness journey.
- Established clear expectations and held clients accountable to their fitness programs through goal setting, regular follow-up discussions, and progress tracking, ensuring optimal results.
- Demonstrated proper exercise techniques to clients, prioritizing safety and efficacy in every session, while also providing outstanding sales and service support to club members, including equipment instruction and assistance, fitness seminars, and maintaining a clean and organized environment.

Operations Manager

Advanced Care Staffing April 2022– September 2022 Brooklyn, NY

- Developed and maintained relationships with clients and all key personnel, ensuring that all client's needs and expectations were satisfied.
- Managed client account revenues, including addressing issues related to needs, complaints, requests, suggestions, 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.

Associate I / Head problem Solver Amazon Fulfillment Center April 2020 – April 2022 Staten Island, NY

- Conducted, diagnosed, and resolved risk assessments and implemented mitigation plans relating to inventory including printing ASIN labels, damaged products, and adding expiration dates to food and health products.
- Resolved unforeseen issues, preventing upcoming delays promptly.
- 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, jackpots, dwells, and CPT.
- Assisted in managing 150 associates, ensuring that junior Associates met productivity levels and identified/mitigated friction points (anything that hinders performance).

Internship

Intern

Da Spot NYC January 2024 Brooklyn, NY

- Assisting in the creation of engaging newsletters
- Managing and enhancing our social media presence
- Managing product photography for our website
- Contributing to visual merchandising efforts
- Providing support to the boutique in various ways

Intern

Public Administrator County of NY Aug. 2020 –Jan. 2020 Brooklyn, NY

- Assisted with the 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.

Professional Development:

- TD Bank- Advice on Technical Resume Writing & Interviewing Seminar, March 2024
CUNY Online
- "What Can I Do with This Major?" Panel - Career Paths in the Beauty Industry Seminar, March 2024
CUNY Online

Experimental learning:

- “Food and Fashion” Museum at Fashion Institute of Technology (FIT) 2024
- “Statement Sleeves” Museum at Fashion Institute of Technology (FIT) 2024

Social Media

Instagram
TikTok

Database

WWD Up Next Designer
NYFW.com
Fashion Snoops
IMDB
The Fashion and Race Database
JSTOR

Computer Skills

Microsoft Office Suite
Apploi
Avionte
Jazz HR
MiMoSa
RMI

Civic Engagement

Makeup Artist/Model

uses cosmetic products and techniques to enhance or alter a person's appearance.
pose for artists, photographers, or customers to help advertise a variety of products.

CUNY-City Tech: Fashion Show 2023

Collective Focus September 2022- Present

Retail Lead

Collect clothing donations and visualize merchandise for the storefront.

Brooklyn, NY

Languages

Fluent in Haitian Creole- Written and Oral.