

NIKOLAS FRENZEL

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SUMMARY

Motivated technician with over 10 years practical work history in multiple fields of the technology industry with extensive customer service skills and leadership experience. Developed problem solving skills and effective time-management during my time as an entrepreneur.

EDUCATION

Full Sail University
Graphic Design 2022

Nov. 2020 - Current

EMPLOYMENT

Progressive Insurance, *Customer Service Associate*, Colorado Springs, CO

Sept. 2018 - Current

I work for Progressive Insurance remotely servicing commercial policies. I assist with training new hires in developing new skills for the commercial program. I work across different insurance providers assisting in getting documents, processing changes, and helping with federal filings to ensure the small businesses are in accordance with FMCSA guidelines.

Phone Medic, *Owner/CFO*, Amarillo, TX

Sept. 2017 - Nov. 2018

At Phone Medic I was in charge of all back office responsibilities. These duties included inventory management, creating quarterly budgets, ensuring profit/loss statements were accurate, scheduling all of the technicians to ensure proper coverage for store capacity, and procuring new products. I handled inventory management while obtaining contracts with third party distributors. I also obtained contracts for small to medium businesses. I wrote my own programs for maintaining inventory, and managing schedules also for the store. I would also help the computer division in basic setup for networks, and smarthome setup. I would also follow up with customers service tickets submitted online.

AT&T Mobility, *Sales Support Representative/Back Office Manager*, Amarillo, TX

Oct. 2015 - Sept. 2017

My role included duties such as directing flow of customers entering the store. I handled inventory, and was in charge of monthly inventory counts for sellable and non sellable merchandise. I was also in charge of the planogram for the store including setting up demo devices, and visual audits were conducted monthly and in accordance with the corporate direction. I was also in charge of scheduling the back office specialists and making sure that we had coverage during certain times. I would also do quick sales of accessories, and make sure that all of these sales were documented. I was also in charge of making sure that daily deposits were accounted for and accurate according to the previous day sales, and making sure each dollar was properly tracked.

Sprint Mobility, *Lead Technical Consultant*, Amarillo, TX

Nov. 2013 - Oct. 2015

I was responsible for overseeing, and maintaining the entire service and repair center. I was in charge of 3 different stores inventory and staffing including hiring and interviewing new employees. I handled monthly counts ensuring that parts, and accessories were on track with where the software we were assigned would be accurate with the quantity showing on hand. I would fix devices, and ensuring that returns to the return warehouse would be in compliance. I managed planogram making sure that the store was in accordance with corporate direction for store displays.

United States Military, *Specialist/35G*, Fort Huachuca

June 2010 - June 2013

While my particular duties cannot be disclosed, I was in Intelligence in the United States Army with a top secret clearance. I was discharged from the Army with an honorable discharge.

SKILLS

COMPUTER DIAGNOSIS/IT SUPPORT:

CUSTOMER SERVICE:

INVENTORY MANGEMENT: