

Cole

(Nicholas Hansen)

Motivated and highly professional Manager with 7 years of experience in personnel management. I have completed bartending school and I am pursuing employment in the hospitality industry. Positive and enthusiastic when it comes to working with customers, adaptive and resilient when it comes to new challenges. I am dedicated to providing the highest quality of service to my employer and their customers.



Industry Certifications

May 2019 **ABC Bartending School -- Sacramento, CA**

May 2019 **ServSafe Food Handlers**



Experience

Jan 2019 - **Workforce Development Program Manager -- WIOA**
present

Goodwill Industries Sacramento Valley and N. Nevada

- Provide instruction to youth on occupational skills, job readiness skills, and financial literacy.
- Network and maintain relationships with local businesses and organizations.
- Mentor and coach youth to help overcome barriers to employment and achieve self-sufficiency.
- Serve as the primary case manager for each individual youth.

Dec 2017 - **District Manager**
Jan 2019

Goodwill Industries Sacramento Valley and N. Nevada

- Oversee the operation of 13 separate donation collection facilities.
- Personnel management – make all staffing decisions for 40-60 workers.
- Resolve all complaints from donors and ensure customer service satisfaction.
- Budget management.
- Enforce policies and administer district wide training.
- Ensure safety compliance.

Feb 2014 - **Store Manager**
Dec 2017

Western Feed & Pet Supply Inc.

- Responsible for running daily facility operations.
- Develop and implement customer-centric service as a standard.
- Manage all personnel; recruiting, hiring, firing, training, scheduling.
- Maintain finances; cash handling, deposits, budget management, auditing, etc.
- Enforce company policies; resolve discrepancies and customer complaints.
- Coordinate and run special events and expositions.
- Maintain business accounts and relationships with distributors, companies, and individuals.



Personal Info

Address

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Phone

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E-mail

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Education

Jan 2011 - Dec 2014

California State

University, Sacramento

- Bachelor's Degree,
Psychology



Skills

Dedication to Customer Service

Leadership

Communication

Enthusiasm

Conflict Resolution

Event Coordination

Problem Solving

Adaptability

Business Networking

Computer Technologies (POS systems, basic IT, MS Office, etc.)

Intermediate Spanish