

PIERRE NIXON

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EXECUTIVE SUMMARY

Current management major at University of Central Florida with 11 months of customer service experience and Real estate experience who is skilled in multitasking, building relationships and working effectively in a team. Proven ability to increase sales volume with high communication skills and efficient work style.

EDUCATION

University of Central Florida, Orlando, FL **August 2021- May 2024**
Bachelor of Science in Business Administration, Management
Cumulative GPA: 3.7

Valencia College, Orlando FL **June 2019 - June 2021**
Associates of Arts Degree
Cumulative GPA: 3.8

RELEVANT COURSEWORK

- Principles of managerial accounting
- Management of organizations
- Principles of financial accounting

PROFESSIONAL EXPERIENCE

Dicks Sporting Goods - Orlando, FL **November 2022- Present**
Customer Service Specialist

- Assist customers with questions or online order inquiries
- Lead front end crew in sales metrics and conversions
- uphold company scorecard percentages and coach other cashiers on how to do the same
- Train new cashiers on how to effectively check out and handle customer issues

EXP Realty – Orlando, FL **January 2022- September 2022**
Real Estate Agent

- Provide quality service to clients while assisting them in the home buying / home selling process.
- Build and nurture quality relationships.
- Use CRM system to effectively manage and assist leads.
- Cold call potential leads and communicate effectively to further understand and assist the leads with their plans for the future.

Chipotle – Orlando, FL **July 2020 – May 2021**
Grill Guy

- Served quality meals to customers by making sure all foods were temped correctly and seasoned properly which resulted in higher customer satisfaction.
- Trained new employees by teaching them the proper way of running the grill station which led to more efficient cooks throughout the restaurant.
- Made sure all food was prepared once the store opened by arriving on time each day and working quickly and effectively which improved the flow of customers throughout the day.
- Created a more enjoyable environment by effectively communicating with coworkers and spreading positivity which led to a more suitable work atmosphere.