



# NYA ANDERSON

## Profile

Personable administrative professional dedicated to cultivating positive client, staff and management connections. Highly-developed communicator with outstanding skills in complex problem-solving and conflict resolution.

## EXPERIENCE

### **SUPERVISOR 2019 - Present**

Bath and Body works

- Conducted daily store operations, including opening and closing procedures including Balanced sales, reconciled cash, and made bank deposits to facilitate opening and closing duties.
- Monitored inventory levels and placed orders to restock shelves.
- Established customer service standards and monitored staff compliance.
- Analyzed financial data to identify areas of improvement.
- Created weekly work schedules for store personnel.
- Managed daily banking activities such as deposits and withdrawals.
- Trained and mentored associates to teach daily tasks and procedures.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.

### **CALL CENTER CUSTOMER SERVICE**

#### **REPRESENTATIVE 2020-2021**

Priority One Services

- Answered incoming customer calls regarding product inquiries, orders, and complaints.
- Resolved customer issues in a timely manner.
- Maintained accurate records of customer interactions and transactions.
- Offered support for technical problems associated with products or services purchased by the customer.
- Responded promptly to customer inquiries via email or chat systems.

### **OFFICE ADMINISTRATIVE ASSISTANT 2018 - 2020**

American Campus Communities

- Greeted visitors and answered incoming calls, providing information to callers or redirecting them to the appropriate personnel.
- Organized and maintained filing systems, both paper and electronic.
- Created expense reports, tracked invoices, and processed payments.
- Prepared documents such as correspondence, presentations, spreadsheets, reports and other materials using Microsoft Office applications.
- Assisted with scheduling meetings and appointments for the office staff.
- Managed employee records including payroll information, attendance tracking, vacation time requests.
- Coordinated student events such as movie nights, game nights, and other social activities.
- Assisted students with problem resolution through mediation and conflict management techniques.
- Responded to emergency situations within the residence hall.



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## EDUCATION

### **SECONDARY SCHOOL**

Promise Academy

**2017**

### **BACHELOR OF COMMUNICATION**

Morgan State University

**December 2024**

## SKILLS

- Spreadsheet Development
- Social Media Oversight
- Customer Engagement
- Reception Management
- Operations Management
- Strategic Planning
- Team Building
- Photo and Video Editing
- Content Creation
- Promotional Campaigns
- Digital Media
- Brand Promotion
- Campaign Management
- Audience Analysis
- Community Engagement