

Nicholos Berry

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EXPERIENCE

Heartland Credit Restoration

April 2017 - Current

Inside Sales Manager

- Follow up with existing referral partners
- Generate new lists of loan officers to call
- Build relationships with existing and new loan officers
- Work with clients to file paperwork in timely manner

Engineered Plastic Components

December 2015 - April 2017

IT Help Desk Support II

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Developed automated PowerShell scripts to simplify account management.
- Implemented ticketing and help desk functions.
- Oversaw project to upgrade outdated server and data center hardware.

AgSTAR Services

June 2009 to December 2015

Sales and Service Coordinator

- Started as a service technician fixing and calibrating test equipment.
- Developed in house shipping tools to better estimate shipping costs for sales and service departments.
- Sourced parts and products to expand sales, including negotiating pricing and terms.
- Took on a sales roll as I expanded my knowledge of the equipment sold.
- Maintain relationships with customer base and work with customers to identify needs.

Village Inn

March 2009 to September 2009

Server

- Keep a constant eye on the table to gauge needs and fulfill them immediately.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Places order in the kitchen and serve same with sequence and timing

Bandag Inc.

September 2006 to November 2007

Press Operator

- Maintain quality product, through inspection of all materials produced.
- Troubleshoot, and correct quality problems.
- Accurately describe mechanical issues with maintenance personnel.

Hendrick Medical Center

September 2004 to September 2006

Materials Management Supply Technician

- Inventory, restock, and maintain accurate records of all required departments.
- Recieve incoming orders, process required materials, supplies and deliver in a timely manner.
- Collects or receives a complete range of reusable medical and surgical supplies, instruments and equipment from appropriate departments and areas.

Big Country Free Press

July 2003 to September 2004

Advertising Sales Manager

- Identified potential advertisers for local newspaper.
- Managed existing base of customers with crm implementation and training for sales force.
- Developed advertising plan for customers
- Worked with designers to implement advertising plan

Concho Business Solutions

August 2002 to July 2003

Outside Sales Representative

- Prospected and generated new commercial accounts.
- Delivered on demand items for customers in urgent need of products.
- Implemented first company CRM database, and trained sales force in use and best practices.

United States Air Force

November 1997 to July 2002

C-130 Engine Mechanic and Flying Crew Chief

- Troubleshoot multimillion dollar aircraft engine and associated components
- Replace and refurbish aircraft turbines, propellor assemblies, and gearboxes
- Supervise small team of airmen while deployed in foreign countries
- Maintain accurate aircraft maintenance logs

EDUCATION AND TRAINING

Cisco Junior College

January 2003 to December 2004

Surgical Technology Certificate

Surgical Technology Program

Community College of the Air Force

January 1998 - December 2000

Associates of Applied Science

Long distance learning program for aircraft maintenance.

Ottawa Hills High School

September 1991 to May 1996

Diploma

SKILLS

Customer Prospecting, Staff Supervision, Customer Relationship Management, Web Development(PHP, MySQL), MS Office, Sales Pipeline Management, Email Marketing, Cold Calling