Molly “Wren” Nicol *They/them*

Winston Salem, NC

(828) 964-8081

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**SKILLS**

* Keen eye for detail
* Organizationally motivated
* works well equally in teams and independently

I have experience with both Microsoft Office and Google Drive services, as well as digital design programs like Medibang Paint Pro and Procreate.

**EMPLOYMENT HISTORY**

## Assistant Store Manager, Earthbound Trading Co.*- Winston Salem, NC*

August 2021 - February 2024

* I was promoted from a keyholder position to the assistant store manager position September of 2022. There are multiple attributes that go into the assistant store manager position at EBT. The ability to multitask and to communicate efficiently are imperative, and I strive to excel at these aspects. I assisted in the hiring process, as well as developing realistic plans for daily business operations to ensure the time spent in the store is utilized efficiently. Customer service is highly prioritized with Earthbound, and I frequently received acknowledgements within the company for my achievements in this area.
* My store manager often trained other managers at other store locations, so the duties of a store manager often fall to me. This included scheduling and ensuring the store maintains the correct average sales numbers, and meet quotas for the week.

## Customer Experience Manager, Michael’s *- Winston Salem, NC*

September 2020 - August 2021

* The customer experience manager position focused on guests by managing and delivering effective front-end operations and expectations. I remained positive and respectful, even in difficult situations, and maintained a professional demeanor. This position tasked me with promoting commitment to the organization’s vision and values. Since I was employed during the COVID-19 pandemic, we also were tasked with ensuring the store was following government-mandated specifications. I was also often tasked with assisting in the frame shop, where an eye for detail was crucial. I would often handle delicate family heirlooms and collectibles to safely and correctly place them into the frame selected by the customer.

# EDUCATION

## Property & Casualty licensing, InsurAcademy *- Winston Salem, NC*

2024

## Forsyth Technical Community College, Associate of Arts *- Winston Salem, NC*

2020 - 2022

## Ashe County High School, High School Diploma *- West Jefferson, NC*

2015 - 2019