Nicole Singh

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10+ years combined experience in operations, project coordination and training. My passion is training. I specialize in creating written documentation to be utilized for self-training, as well as conducting "hands on" in person training for groups large and small. I have also worked very closely with developers to build, test and roll out various applications. I have strong communication skills and the ability to adapt quickly. Making a positive impact with my role is very important to me.

Areas of expertise include:

- System/Program Rollout
- Conducting Live Training
- Training materials
- Documentation

- Business Operations
- Project Management
- System Workflow Design
- System/Application Testing

- Data Entry
- Written Communications
- Critical Thinking
- Team Building

PROFESSIONAL EXPERIENCE

Crown Castle, San Jose, CA   (2017 – Present)
Pole Admin Team Member (Small Cell & Fiber Solutions)
Main Responsibilities Include:

- Submitting and tracking Node Joint Pole Applications (JPA) for Southern California.
- Vendor Training and Management.

Tailored Brands, Inc., Fremont, CA   (2015 – 2017)
Project Coordinator
Main Responsibilities Include:

- Manage business/system projects for all company brands/divisions (Including The Men's Wearhouse and Jos. A. Bank.)
- Capture and document business requirements for in store, customer facing, and back end systems.
- Training and roll-outs of new programs/applications to the field by way of in person training sessions, training videos and/or teleconferences.
- Assess current in store systems and submit business requirements to update and enhance systems as necessary including: JAVA, Universe, and Mobile Applications.

The Men's Wearhouse, Fremont, CA   (2013 – 2015)
Store Operations Specialist
Main Responsibilities Included:

- Content expert on the JAVA Point of Sale systems used in our stores.
- Worked with programmers to enhance or change existing system functionality to increase productivity and efficiency.
- Thorough testing of the JAVA POS system quarterly, to ensure that all new additions or changes are functioning properly before they are moved into production and available for stores to use (UAT sign off).

The Men's Wearhouse, Fremont, CA (2010 – 2013)

Tuxedo Administrator

Main Responsibilities Included:

- Work with programmers to create new forms in the tuxedo rental order entry system (Oracle) that will assist in the everyday operations of the tuxedo rental business. This includes mocking up new screens and writing business rules and work flows.
- Working with programmers to enhance or change existing screens or reports to increase functionality and efficiency of tuxedo rental operations.
- Thorough system testing to ensure that all new additions or changes are functioning properly before they are moved into production and available for stores to use.

The Men's Wearhouse, Sacramento, CA (2006 – 2010)

Operations Manager

Main Responsibilities Included:

- Lead person responsible for managing the store's Tuxedo Rental Department to include the following:
  - Oversee all formalwear rental activity for weddings, proms and social occasions.
  - Lead team efforts to increase rental market share through Bridal Show participation, phone campaigns and recruitment of Prom Representatives.
  - Train store employees on maximizing rental sales, rental product knowledge, use of Oracle and JAVA P.O.S. Systems and updated operational procedures.

- Assist the Store Manager and Assistant Store Manager in performing all managerial tasks including but not limited to:
  - Train new Customer Service Associates on daily operations and point of sale procedures.
  - Lead team of Customer Service Associates to be proactive in assisting team selling and increasing store volume.
  - Ensure store team compliance, keep track of store inventory as well as maintain store supply levels.

The Men's Wearhouse, Sacramento, CA (2003 – 2006)

Customer Service Associate

TECHNICAL SKILLS

MS Office (Word, Excel, PowerPoint, OneNote), Smart Sheet, Adobe Photoshop, Camtasia Studio, Jira

EDUCATION

Sacramento City College