

Ciera Hicks

Manager

EXPERIENCE

Bone Dry Roofing, Hilliard — Office Manager

06/2022-Current

Scheduling roofing inspections, answering calls, returning emails, returning voicemails, closing roofing projects daily, depositing checks, customer service, ordering eagle views, auditing, warranty reporting and ensuring my team are meeting company goals.

Fabletics, Columbus, OH — Manager

11/2020-Current

Training sales associates (6), coaching associates throughout the day and acting as the 'Experience Coach', Helping with social media including photography, graphics and short commercials to advertise new sales and deals. Completing RTW, Backstock, Floorsets (Monthly & weekly) and Managing projects location wise.

Alliance Data, Westerville, OH — Team lead

07/2018 - 03/2020

Co leader of the building wide sub-committee communications association (AEC), Member of the building wide AEC association, Co leader of the Pride Committee association, Creator of department graphics, Leading Call Calibrations, Co Leading Department Escalations Team (17 associates), Completing Reports for the Department, & Assisting with department meetings & public speaking.

BreakDown:

- Team Leader: Escalation Team: Coaching 17 associates with a Touch-Base once (sometimes twice) a month. This included listening to 2-3 calls with each associate and myself for their strengths and opportunities, roleplaying on good customer service and alternative conversations to have with the customer, silent observing each associates calls

throughout the month (without their knowledge) to ensure good customer service, and running contests for the entire team to heighten company numbers and rankings.

- Team Leader: Creative Team: "The Pride Committee": Running a team of 10 associates whose jobs include: coordinating department events, campaigns (Paper, email and plasma screen), budgeting for department food & prizes, decorating venues for department events and decorating the department once every month. My job was to delegate these projects and be in charge of graphics, finalizing campaigns, finalizing budgets and proposals, and presenting the final project to the Department Manager and supervisors.
- Reporting: I was in charge of a report called the "Macro" which kept track of all the "Hardship Program" customers and their

Columbus, OH

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SKILLS

Communication, Conflict Resolution, Leadership, Critical Thinking, Interpersonal Skills, Time & Priority Management, & Problem Solving

PROJECTS

AEC Mini Docu-Series — 2020

Creative Director, Editor, & Videographer

This mini docu-series was created to give an inside look on what the AEC association does to make Alliance a great place to work & meant to market for new AEC association members.

Monthly Department Proposals —

2019-2020 Co-Project Manager

Monthly, a leader and I would create proposals that outline specifics going on in the department. These formal proposals included graphics, event marketing, a department budget, department event coordinating, & department competitions.

to become a Team Leader. This included creating class presentations & material, & advertising for the program.

The Elites Program — 3/20

Co Project Manager & Graphic Designer

This program was created to train individuals that want adjustments to their accounts and credit. This report was to be completed once a month (5,000 accounts every month), but was worked on daily to ensure timely completion. This report was housed on an excel sheet. The process was to copy the account numbers provided on the excel sheet and paste it into a program called “Web Collections” and “VCARS” to ensure the accounts and credits were adjusted correctly by the “Hardship Team”. If there were errors it was my job to correct them. The seriousness of the report was extremely high. If the report is incorrect the entire department could be in danger of losing money monthly. If the report was late other leaders were in danger of not completing their report.

- Co-Leading: On occasion I would assist “The Hardship Team” supervisors with coaching their associates; this occurred 1-3 times a month. I would listen to calls (live) with “hardship” associates and give them tips on collecting and negotiating, rate the calls and do roleplaying if needed.

Alliance Data, Columbus, OH — Operations Internship

April/2018 - 07/2018

Coaching 2 collection teams, Planning and coordinating company events & motivation programs department wide, Assisting supervisors within the department & Completing audits and reports department wide.

Alliance Data, Columbus, OH — Collections Representative

10/2017 - 04/2018

Making inbound & outbound collections calls, Negotiating with customers, & enrolling customers in programs with Comenity Bank.

EDUCATION

Full Sail University, Winter Park, FL- Film

2021-2023

I am a film & cinematography major with a minor focus in fashion

Valor Christian College, Canal Winchester, OH — Business

2015 - 2017

While in attendance at VCC I have obtained business skills that have prepared me for business related positions. This includes communication, time management, leadership skills, and organization.

No degree obtained

Castle View High School, Castle Rock, CO

2010 - 2014

Danza Dance Company Internship- Jan/2014 - May/2014

Receptionist Monday-Friday & Dance Teacher Assistant ; 4 classes/week

Diploma Received 2014