NICOLE L. ROBERTS

SAINT MARYS, OHIO | 419-953-5418 | NROBERTS84@HOTMAIL.COM

PROFILE

EFFICIENT and MOTIVATED PROFESSIONAL with a proven ability to understand and convey complex information, develop positive rapport with clients and team members, a capacity to think creatively to identify and resolve roadblocks, and a strong ability to complete projects within time restraints.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS

University of Phoenix

ASSOCIATE OF ARTS IN ACCOUNTING

University of Phoenix

EXPERIENCE

PRODUCT OWNER | PAYCHEX, INC | MARCH 2017 – PRESENT

As a Product Owner I managed 3 to 4 teams working on various projects for the myStaffingPro (MSP) application. I managed the Product Backlog for each of the team, helped to define clear business requirements to support the vision of the company, and maintained relationships with Operations, Sales, Development, and Marketing.

- Delivered Paychex Flex Onboarding Essentials, a new product platform, to market within three months to drive sales of the Paychex payroll bundles.
- Presented numerous product demonstrations and trainings to Operations and Sales partners increase awareness of the product for better client and prospect interactions.

TECHNICAL SUPPORT SPECIALIST | PAYCHEX, INC | APRIL 2014 – MARCH 2017

I was promoted to this position after nine months with the company due to my ability to understand the nuances of the application. I was the first person in this position where I provided Tier 2 Technical Support for MSP, served as the Subject Matter Expert (SME) for the Operations team, and helped to develop the role for future hires.

- Created an Access database to track task times to justify the need for additional headcount in the TSS role that contributed to reducing the time to complete various tasks.
- Acted as Product Owner for the PEO Web-Based Onboarding project that helped to reduce the time needed to onboard a new PEO Client by 30%.

ADVISOR II | PAYCHEX, INC | JULY 2013 – APRIL 2014

Provided ongoing technical support to users of (MSP) through various mediums including email, phone, and live chat to maintain relationships with assigned clients.

- Made recommendations on additional module add-ons and advanced software configurations, based to allow the system to meet the needs of the client.
- Developed a knowledge sharing OneNote to help with training new hires as the team continued to grow.

EXPERIENCE CONTINUED

CUSTOMER SERVICE AREA SUPERVISOR | KOHL'S | AUGUST 2011 – JULY 2013

Managed Point of Sale, Customer Service, and the Cash Office departments, as well as the facilitation of orientation and training of all new hires. I continually coached associates to ensure the team exceeded the customer service, sales, and credit goals for the store.

- Facilitated the orientation and training of 130 associates with 30 days to ensure a successful store grand opening.
- Ask, Offer, Activate (AOA) Captain and Associates in Action (AiA) Captain
- Scheduled and organized volunteer events for the Associates in Action program that helped to raise over $10,000 for local nonprofit organizations benefitting children.

OFFICE MANAGER | ACUREN INSPECTION | AUGUST 2007 – AUGUST 2011

Managed timekeeping and accounts receivable, while working directly with the Field Manager and District Manager of this Non-Destructive Testing (NDT) inspection company within the Husky Lima Refinery to ensure the completion of assigned work by technicians.

- Developed Access databases for time keeping that helped in promoting efficiency and accuracy in billing procedures, as well as providing accurate financial reports for Management.

SKILLS

- SAAS
- PRODUCT DOCUMENTATION
- PRODUCT DEMONSTRATION
- EXCEL
- ACCESS

- PROJECT MANAGEMENT
- TRAINING/COACHING
- REQUIREMENTS GATHERING
- POWER BI
- PROJECT

- AGILE
- JIRA
- CONFLUENCE
- POWERPOINT
- OUTLOOK

COMMUNITY

MAKERSFEST 2018, LIMA OHIO
Presenter/Facilitator

LIMA SYMPHONY CHORUS
2008 – Present