

Nicole Gonzalez

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Experience

Reckless Records, Chicago, IL
Sales Associate
July 2024 - Present

- Retail Cashier duties including customer service, maintaining and replenishing inventory, cash handling and operating cash registers.
- Assistance with and managing trade-in inventory. Processing transfer inventory. Set up and breakdown of AV equipment for special events.

Legacy Parking Company, Chicago, IL
Assistant Facility Manager / Staff Accountant
June 2024 - Present

- Daily Financial data entry into excel sheets used for high-level reporting. Accounts Receivable duties such as Daily Payment Application for the entire company's Lockbox. Staff Accountant duties such as daily and monthly bank reconciliation using bank match data uploaded into NetSuite. Creating debits and credits journal entries into the General Ledger. Coding AR transactions for property bank statements. Communicating variances with property managers. Pulling bank data from Company bank accounts.
- Facility Management; Customer Service. Completing weekly inspections through the Prism app documenting operations and putting in work orders for areas of improvement as needed. Communicating with vendors to ensure the garage is fully operational and regular maintenance is done on a regular basis. Overseeing parking compliance and mitigating risk factors that would affect daily revenue by working closely with Security.

Smashed Plastic Record Pressing, Chicago, IL
Record Packaging / Quality Control Specialist
September 2021 – April 2024

- Quality checking freshly pressed vinyl records daily for visible and audible factory defects. Sleeving, jacketing, shrink wrapping MINT+ records. Affixing hype stickers, Obi strips and inventory management of packaging materials. Shipping pallets of factory sealed records.
- Cross-trained in Press Operations to ensure audible and visible issues are diagnosed early on before hitting sleeves. Press housekeeping.
- Various warehouse duties such as heavy lifting, box breakdown, pallet jack handling, and handling raw materials for pressing.

Fetch Rewards, Chicago, IL
Social Media Communications Coordinator
November 2020 – March 2024

- Maintained consistently higher-than-helpdesk-average CSAT while responding to all Customer Service inquiries through Zendesk, Apple Store, Google Play Store, comments, mentions, and DM's on Facebook, Twitter, TikTok, and Instagram. Use of Sprout Social and Falcon for brand management, community outreach and DM interactions, and utilizing campaign calendars to conduct live social media giveaways.
- Creating follow up tickets to social media inquiries ensuring that data is accurately logged for each interaction. Cross-collaborating with Fraud teams, escalating tickets for duplicate or fraudulent receipts, account abuse, referral abuse, and social media abuse.
- Deep understanding of CPG's and familiarizing myself with the master list of partners and overall portfolio of clients.

Basis Technologies, formerly Centro, Inc., Chicago, IL
Collections Specialist
May 2019 – November 2020

- B2B Collections outreach to a portfolio worth $40M in digital advertising, requesting payment updates and providing billing information to clients to help meet AR goals while mitigating risk factors and providing White Glove Service to clients and colleagues.
- Accounts Receivable duties such as daily Cash Application as well as monthly, weekly, and daily bank reconciliation. Ad-hoc projects.
- Processing credit card payments and applying credit memos to client accounts to lower Days Outstanding on delinquent balances.
- Working with sales, billing, and other departments to help solve, track, and locate client inquiries and discrepancies.
- Handling a variety of financial touchpoints such as payment remittance, payment inquiry, invoice requests, and Accounts Payable.

Education

University of Illinois at Urbana-Champaign, Champaign, IL
Bachelor of Science, Advertising
Graduated May 2013

Skills & Hobbies

DJ Snowdoge, Chicago, IL
Riot Grrrl Vinyl DJ
December 2022 - Present

Microsoft Office Suite products,.Google Drive; Docs, Sheets, Slides, Sites. Introductory-level SQL **CRM;** ZenDesk, SalesForce, Desk. **Data Reporting;** GoodData, Impact 360, Terminal, Grafana. **Creative;** Adobe Photoshop, Pixlr, Canva, PosterMyWall. **Accounting & Payments APIs:** Oracle NetSuite, Chase Orbital, PayPal, Venmo, **Social Media Management:** Falcon, Facebook Business Suite, Sprout Social, Sprinklr