

# NICOLE MABITAD

CPA ASPIRANT & UNA GRAD STUDENT

## CONTACT

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## PROFILE

Experienced retail professional with customer service and sales skills, proficient in time management and multitasking. Aspiring CPA passionate about accounting, committed to self-improvement and team success. Originally from the Philippines, now pursuing the American Dream as a naturalized American.

## EDUCATION

### MASTER OF ACCOUNTANCY

University of North Alabama  
Online Campus - Florence, AL  
July 2024 - Present

- improving leadership & decision-making skills
- Preparing for CPA certification
- Deepening my business knowledge and professional skills

### BACHELOR'S OF SCIENCE IN BUSINESS ADMINISTRATION WITH A CONCENTRATION IN ACCOUNTING

Southern New Hampshire University  
Remote  
August 2018 - December 2022

**GPA.** 3.959

- Management strategies
- Team collaboration
- Ethical business practices
- Global business contexts
- Data-driven strategies
- Audience communication tactics
- Basic Business Law
- Intermediate Accounting
- Management Accounting

## EXPERIENCE

### INTERN

Consolidated Concepts, inc. | MOULTON, AL  
Tax Season 2023 (January 2024 to April 2024)

- Managed client scheduling for corporate and individual tax preparation, ensuring IRS-certified preparers had ample time between appointments.
- Built strong client relationships based on loyalty and trust.
- Assisted tax preparers through data-entry of clients' W2s and identifications for individual tax returns, resulting in efficiency by 15% for the firm
- Provided excellent telephone customer service, addressing tax inquiries while managing front desk duties.
- Created Office Processes and Guides for efficient training of new staff.

### APPAREL TEAMLEAD

WALMART | MOULTON, AL | 2023 - PRESENT

- Showing expertise in guiding and empowering all store associates to meet performance goals, encouraging a friendly attitude and increased effort
- Adhering to inventory management protocols established by the corporate office, avoiding losses, and implementing price adjustments
- Providing consistently exceptional customer service by being kind, patient, and empathetic
- Mentoring, listening to, and setting a positive example for associates to develop their skills comprehensively
- Ensuring compliance with safety regulations such as OSHA and maintaining regulatory standards, especially for temperature-sensitive products
- Managing administrative duties like conducting performance assessments, overseeing new hires, and handling associate terminations
- Overcoming challenging situations to meet and surpass store objectives despite staffing challenges or time constraints

### PERSONAL SHOPPER

WALMART | MOULTON, AL | 2018 - 2023

- Achieved consistent high performance, resulting in a promotion to manager (teamlead) within the Apparel department
- Thrived in high-energy, fast-paced environments, consistently meeting and exceeding tight deadlines with efficiency and effectiveness, ensuring smooth operations.
- Diligently selected and rigorously inspected goods to uphold quality standards under any circumstances, demonstrating unwavering commitment to product excellence and customer satisfaction.