Nicole Mabitad

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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.

## **OBJECTIVE**

* To become a C.P.A.
* Looking for an entry-level accountant position

## **ABILITY SUMMARY**

* **Retail Expertise**: Four-plus years in retail, customer service & excellence.
* **Accounting Acumen**: Graduate-level accounting student.
* **Tech Skills**: Certified in data science, web design, and coding.
* **Interpersonal Abilities**: Proficient in problem-solving, efficient time management, and exceptional customer service.

## **EDUCATION**

Master of Accountancy

University of North Alabama

Florence, AL

July 2024 – present

* Currently taking Auditing & MACc Essentials
* Improving leadership and decision-making skills
* Preparing for CPA qualification and certification
* Deepening understanding of business knowledge

Bachelor of Science in Business Administration – Accounting

Southern New Hampshire University

Remote | G.P.A. 3.959

August 2018 to December 2022. Courses taken include, but are not limited to:

* 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 Team lead**

Walmart - Moulton, AL

July 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

Oct 2019 – July 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.

## **Honors & Activities**

Graduated Summa Cum Laude from SNHU while working full-time. Graduated with no student loans.