**BROOKE NICKLAY**

Missoula, Montana 🟅 970.825.6886 🟅 bnicklay19@gmail.com

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| Highly motivated individual with excellent communication, organization, and interpersonal skills. Trained psychology undergraduate with experience in customer service, database assistance, and advocacy work. Seasoned at working in collaborative professional environments and in fast-paced team-oriented settings to provide excellent customer service. |

EDUCATION

**Bachelor of Arts (BA) in Psychology – Human & Family Development Minor****– GPA: 3.91**

UNIVERSITY OF MONTANA, Missoula, MT  *Graduated December 2022, Summa Cum Laude*

**Dean’s list:** Fall 2019-2022

**President’s list:** Spring 2020- Fall 2022

**Davidson Honors College Scholar,**University of Montana, Fall 2020– 2022

RELATED EXPERIENCE

**Receptionist and Detailer** April 2021–May 2023

GULL BOATS & RV Missoula, MT

* Cleaned RVs and boats with precision to meet and exceed company expectations as well as used protective and restorative agents to maintain and enhance vehicle quality.
* Responsible for greeting and directing customers to the right service department. Other duties include connecting customers to salesman, track and log possible sales and client information through excel and dealer socket.

**Customer Service Associate and Certified Trainer** July 2017–July 2019

FAZOLI’S FAST FOOD CHAIN Fort Collins, CO

* Worked efficiently with other team members in fast-paced environment to prepare food and beverage orders, maintain clean workspace, restock and problem-solve challenges.
* Supported new employee training by providing guidance, tours and facilitating on the job shadowing to enhance their success and comfort-level.
* Ensured customer satisfaction by effectively and efficiently troubleshooting concerns.
* Received training in all restaurant areas including on the POS system, prep, line cook, drive thru, and indoor dining to acquire skills across every in-house service offering.

**Youth Advocate** March 2023–Present

YWCA Missoula, MT

* Facilitate daily group activities that create a safe environment to nurture self-expression and resilience building, identification and naming of emotions, self-regulation, and a stronger sense of self-worth. Weekly groups designed for children of all ages who have witnessed or experienced domestic violence.

PROFESSIONAL EXPERIENCE

**Introduction to Honors Learning Assistant** August 2021–December 2022

UNIVERSITY OF MONTANA; DAVIDSON HONORS COLLEGE Missoula, MT

* Supported incoming freshman with navigating their Honors College experience by being engaged and present in each lecture, answering questions and directing them to helpful resources.

**Peer Advocate** August 2021–January 2023

UNIVERSITY OF MONTANA; STUDENT ADVOCACY RESOURCE CENTER Missoula, MT

* Ensured confidential and beneficial support for all survivors of identity-based harm while working the 24-hour support line and facilitating office hours using active listening, trauma informed responses and providing empathy in a professional setting.
* Organized activities to raise awareness and facilitated trainings on healthy relationships, resiliency and engagement designed to educate the student population at The University of Montana.
* Learned self-care techniques to combat secondary trauma.

**Student Database Assistant** October 2019–May 2021

UNIVERSITY OF MONTANA ALUMNI ASSOCIATION Missoula, MT

* Made guest lecture videos accessible to individuals with disabilities by utilizing detail-oriented skills to transcribe virtual presentations on Facebook Live.
* Input alumni demographic, contact and event attendance information in Banner to ensure the association’s ability to stay in contact with alumni and maintain updated data and records.

**Engagement Ambassador** September 2019–March 2020

UNIVERSITY OF MONTANA & RUFFALO NOEL LEVITZ LLC Missoula, MT

* Raised over two thousand dollars for The University of Montana by reaching out to individuals with a connection to the university in order to support fundraising efforts and development.
* Conversed in a friendly and meaningful manner with prospects who attended UM to understand their attachment to the university and specify their potential donation.

**Freshman Mentor**

Rocky Mountain High School, Fort Collins, CO, 2018–2019

**Choir Mentor**

Rocky Mountain High School, Fort Collins, CO, 2018