Nicole Pollock

Home Address: 244 W Division Rd ♦ Valparaiso, IN 46385 ♦ (219) 628-3981

**EDUCATION:** Bachelor of Business in Marketing; Concentration in Marketing

Strategy and Management

May 2008. Ball State University Muncie, IN

**WORK Senior Client Services Associate Lakeside Wealth Management**

**EXPERIENCE:** December 2013-Present Chesterton, IN

* + - * Perform daily operational work and account maintenance
      * Complete new account paperwork and open accounts
      * Direct assessment movement of client’s funds
      * Data analysis on Funds and Securities Blotter for revenue impact
      * Transition Team member which assists with strategic development and mergers and acquisitions of onboardings and transitioning advisors and financial offices
      * Client Experience Lead which assists with strategic development in client experiences and process improvement efficiencies

**Promotional Brand Specialist Leslie Bailey Promotions, LLC**

June 2019-Present Valparaiso, IN

* + - * Interacted with guests to promote brands in the alcohol industry
      * Assisted in the success of on-site promotional appearances for the represented brand

**Customer Service Manager Fifth Third Bank**

July 2012-December 2013 Demotte, IN

* + - * Performed daily operational work
      * Managed employees to adhere to compliance
      * Completed monthly audits on procedures/ATM/office
      * Opening and closing branch duties
      * Trained new customer service representatives

**Lead Customer Service Representative Fifth Third Bank**

August 2008-July 2012 Portage, IN

* + - * Performed daily operational work
      * Assisted Customer Service Manager with auditing
      * Assisted in the success of being top ranked center
      * Trained new customer service representatives
      * Exceeded monthly sales goals consistently

**Promotions Intern WUSN-FM CBS Radio**

May 2007-August 2007 Chicago, IL

* + - * Performed office duties in the Marketing Department
      * Interacted with listeners to maintain relationships
      * Assisted in the success of on-site station appearances

**VOLUNTEERING: Volunteer United Way Day of Caring**

August 2014-Present Valparaiso, IN

**Volunteer Rebuilding Together Duneland**

April 2014-Present Chesterton, IN

**Volunteer Lakeshore PAWS**

January 2013-Present Valparaiso, IN

**Board Chair & Transition Office Pi Beta Phi Sorority, Ball State**

January 2007-May 2008 Muncie, IN