

# Crystal Nichol

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Spring, TX

## Customer Service | Records Management | Business Development

An adaptable, self-motivated individual looking to leverage a strong administrative background and outstanding finance/accounting abilities. Proven track record maximizing customer service opportunities and consistently exceeding performance goals. Known for handling highly confidential personal and financial information in a sensitive manner. Exceptional tenure resulting in numerous promotions.

### SKILLS & EXPERTISE:

Project Management | Relationship Building | File Management | Client Confidentiality  
Accounting/Finance | Mortgage Loan Origination | Technical Expertise | Client Relations  
Time Management | Continuous Improvement | Client Counseling | Business Administration

## PROFESSIONAL EXPERIENCE

**The Pierson Firm** | Conroe, TX

2022 – 2024

### CPA ADMINISTRATIVE ASSISTANT

- **Maintain integrity of confidential documents and company's financial records**
- Enters accounts payable into the accounting system after ensuring invoices are accurate.
- Assist in accounts receivable reporting and billing functions.
- Process daily credit card transactions via credit card terminal, ensuring proper handling of confidential information.
- Format and assemble tax returns, extensions, and estimates to create final deliverables for clients.
- Prepare correspondence, proofread, and format documents using Microsoft Word and Excel.
- Proven ability to work in a high-volume, deadline-driven environment and handle multiple projects while prioritizing, planning, and organizing projects simultaneously.
- Onboarding of clients + management of client requests/projects.
- Print, electronically file and assemble hard copy of client returns.
- Assist with invoicing clients.
- Answer Phones + Schedule Appointments.

**Corporate Mattress Brands LLC** | The Woodlands, TX

2011 – 2022

### CORPORATE ADMINISTRATOR

- **Assisted in building and launching a \$1M+ mattress store business from the ground up**, developing and implementing strategic business plans to generate sustainable business growth.
- Utilized strong financial skills in accurately handling all accounting practices, including accounts receivables/accounts payables, monthly billing, vendor/supplier payment, weekly sales deposits, financial statement creation, P&L management, balance sheets, income statements, etc.
- Created and integrated innovative marketing and advertising strategies involving Nextdoor, Facebook, Craigslist, and billboard/newspaper advertisements, **increasing brand awareness 45%**.
- **Increased the efficiency of payroll management** by developing a procedure for organizing and maintaining payroll, transitioning from manual check writing to setting up and implementing a payroll processing company.
- **Served as an HR representative**, creating job applications/descriptions, employee disciplinary documents, COVID protocols, employee expectations, medical benefits offerings and explanations, new hire paperwork, and various reference manuals.
- **Provided comprehensive employee training on finance company processes and the POS system**, ensuring the complete understanding of their responsibilities and company policies.
- Functioned as the benefits administrator, obtaining, setting up, and implementing the company health insurance in accordance with relevant regulations and guidelines.
- Coordinated, created, and filed numerous key legal documents for various EINs with IRS, various entities with SOS, various dbas in the county, and multiple trademarks.
- **Implemented and maintained a crucial POS system** to close sales tickets, accept/transfer inventory, conduct inventory counts, and generate monthly/weekly/yearly sales, tax, employee commission, and timesheet reports.
- **Negotiated pricing in order to obtain and introduce credit card processing for brick and motor and e-commerce**, including maintaining standards for legal requirements of customer data.

- Spearheaded year-end financial functions with a focus on generating 1099s for sales associates and paying school and property taxes with 100% accuracy.
- Assessed business needs and developed strategic solutions for placing and tracking inventory orders with vendors/suppliers, **producing 30% cost savings through superior negotiations.**
- Designed the original and e-commerce website via Shopify, creating a user-friendly interface to improve the user experience, **leading to 55% sales growth.**

**Academy Sports & Outdoors** | The Woodlands, TX**2018 – 2020****OPERATIONS TEAM LEAD/ASSISTANT MANAGER** (2018 – 2020)

- **Promoted to positions of increasing authority and responsibility** due to exemplary performance and strong management abilities.
- Oversaw operations of an \$80M store with 20 subordinates while monitoring for top productivity and efficiency.
- Assisted with the roll-out of the new company credit card, **boosting employee and customer engagement 20% while increasing applications 45%.**
- Provided outstanding customer service by resolving complex issues and promptly communicating with customers and team members, **leading to a 30% boost in customer satisfaction ratings.**
- Served as a leader guiding a diverse team of asset protection members, cashiers, and custodians to **prioritize exceptional customer service** in all interactions and operational tasks.

**SOFTLINE TEAM LEAD/ASSISTANT MANAGER** (2018)

- Supported the manager with daily planning of operational tasks assigned to the store, **contributing to significant growth in operational efficiency.**
- Oversaw a number of special and ongoing process improvement projects and initiatives, **delivering all projects on time and above expectations.**
- Executed the strategic plan to ensure team members' compliance with established policies, procedures, and laws.
- Aided with departmental zoning by providing full support, guidance, and oversight of the recovery process.
- **Processed firearm sales in strict compliance with federal and state law**, including properly completing ATF Form 4473 and conducting background checks.

**Weatherford International** | Houston, TX**2004 – 2015****DOMESTIC AUDITS TAX DATA COORDINATOR** (2012 – 2015)

- **Solely maintained company trademarks with limited supervision**, including registration, office action response, and fee/invoice payments with a \$50K credit line.
- **Adhered to the documentation process for IRS audits**, including uploading files, creating IDR workbooks, scanning audit documents, and running reports for internal meetings.
- Assisted with preparing IDR responses in the tax audit group while also evaluating, updating, and uploading information regarding treasury notes in a timely manner.
- **Improved office organizational efforts** by coordinating and uploading emails regarding non-recurring expense projects and documents for the tax opinions project.
- Collaborated with the special projects department to obtain and create a procedure for tax rulings per country.
- Partnered with global paralegals in procuring the Board of Directors' meeting records to obtain signatures for core tax forms, including W-8BEN, SS-4, and SS-10.
- Aided the compliance department with creating and filing W-8 BEN, 941-X, SS-4, SS-10, 1120X, FBAR TD F 90-22.1 Report of Foreign Bank and Financial Accounts, and 8821 forms.

**INTELLECTUAL PROPERTY PARALEGAL** (2005 – 2012)

- Drafted and filed trademark applications with the USPTO and **maintained and updated a comprehensive database for 2.3K+ company marks**
- **Maintained a \$30K company card** with extreme fiscal accuracy for patent and trademark expenses.
- Created filing instructions and directly corresponded with foreign associates to support effective foreign patent and trademark prosecution.
- Prepared provisional, non-provisional, and design application transmittal papers, informational disclosure statements, assignment recordations, and maintenance fee transmittal documents.
- Coordinated with marketing personnel and product lines to **create better lines of communication for common law marks and registered trademarks.**

**EXECUTIVE ASSISTANT** (2004 – 2005)

- **Delivered executive-level assistance to five vice presidents in various divisions within the company** and as a legal assistant to the in-house attorney.
- Improved travel logistics by organizing travel arrangements and obtaining visas in various countries.
- **Managed a wide array of sensitive financial tasks**, including accurately coding and approving invoices, maintaining petty cash accounts, and creating monthly expense reports.

- **Supported improved HR operations** by documenting incoming resumes, arranging interviews for open positions, and creating and organizing detailed HR files.

## EDUCATION & TRAINING

**Post University**, Waterbury, CT - Bachelor of Science in Business – Corporate & Technology Law

**Certifications or Additional Education:** Active Mortgage Loan Originator License #2352653; Active Real Estate License #657527; Accounting Classes, Post University (2013); Firearms Sales Certification Training; Paralegal Certification via Washington Online Institute

## TOOLS & TECHNOLOGIES

Microsoft Office: Word, Excel, PowerPoint, Outlook, Access, Publisher; Kronos, Workday – Compass, Adobe Acrobat Reader & Writer, SAGE, PeopleSoft, USPTO Electronic Filing System, USPTO Public & Private PAIR, Lotus Notes, DataCert, Citrix – JDE, Paper Tiger Legal Software, PaTex Legal Software, SAP Accounting Software, Microsoft Visio, Microsoft SharePoint, LegalDocs, Optika – Oracle, Windows

## COMMUNITY ENGAGEMENT

Volunteer, School PTO

## INTERESTS

Family Time, Animals, Reading, Traveling to Disney & the Beach, Running, Growing my Faith and being involved in my Church and Volunteering my time