

S. NICOLE LONG

30993 Electric Ave Nuevo Ca 92567
Home: 619.928.4299 - coaching4Lifellc@gmail.com

Summary

Online educational staff and implementer and Certified Business & Financial Life Coach offering a wealth of knowledge in the marketing, development and implementation of educational technology tools and applications in and out the classroom.

Highlights

Innovative teaching methods	Online course instructor
Tech Savvy	Innovative thinker
Effective use of multimedia teaching tools	Self-motivated
Engaging public speaker	Strength coaching
Exceptional written and verbal communicator	Social Media Marketer

Accomplishments

Research:

- Performed research and analysis
- Presented research findings and financial analytics

Training:

- Delivered training modules to inter-departmental teams to ensure smooth adoption of new program.
- Completed training on-time and under-budget.
- Business start up marketing consultant for both online and offline
- HSBC and CAPITAL ONE FINANCE Management and Auditing Training
- HSBC and CAPITAL ONE FINANCE Internal Tax coach for consumers

Experience

Student Relations, Student Success Manager, Methods Charter Schools

Aug 2019 – December 2022

- Manage student services and provide coaching in completion of semester and academic goals
- Maintain records for audit of the computerized student database, troubleshoot for all staff
- Work with parents and staff to ensure student has the correct tools in place for success
- Work with remote teams and leadership
- Communication and Marketing Support for Email and Social Media Platforms

Registrar Dept. Assistant Manager, Online Academy Los Angeles

Aug 2018 – July 2019

- Manage student registration services and provide oversight to the registration process
- Maintain records for audit purposes of the computerized student database, trouble shot for all staff
- Facilitate and Implement day to day operations for remote registrar and enrollment teams
- Communication and Marketing Support for Email and Social Media Platforms
- Vendor facilitation and Budget Implementation

Financial Life Coach – Online Instructor

August 2010 to Current

Coaching 4 Life LLC — Murrieta, CA

Help clients evaluate the outcome of the tasks' set objectives.
Provide structured questions.
Plan future tasks and finances
Make clients aware of their progress.
Financial Management/ Budget & Booking Reporting

US BANK Manufactured Housing Dept. — CA

August 2008 to January 2010

Provide assistance with documenting the controls related to all relevant risk, compliance with laws and regulations, established compliance programs, internal controls, and operational processes.
Review and assess risk associated with business, product and vendor changes.
Assist business lines and relationship risk managers in the development and documentation process flows, narratives with the identification of the corresponding internal controls.
Monitor, follow-up and track the resolution of risk and control matters through the use of the corrective action plans and effectively escalating issues in a timely manner in accordance with the Program Policies and Procedures.

Funder

August 2004 to January 2008

HSBC Auto Finance — CA

Receiving, reviewing, reconciling, entering, and further processing of credit applications.
Loan checks and other documents for EBay Auto Finance Department.

Customer Service Representative/Loan Processor

April 2003 to August 2004

Capital One Auto Finance — San Diego, CA

Taking incoming calls from customers applying for auto loans and make outbound calls to gather additional information and notifying customers of loan approval.
Processing loan applications and reviews file to verify that application data is complete and meets establishment standards, including type and amount of loan, borrower assets, liabilities, and length of employment
Recommends that loan not meeting standards be denied.
POWER- (Positive Opportunities for Women and Families Engaged in Recovery

Education

Bachelor of Arts : December 2002

Pepperdine University — Malibu, CA GPA: 3.75

Masters / Ph.D. : Counseling, 2012

Canterbury University — University of Canterbury, New Zealand

Proficient In The Use Of Windows 95,98,2000 And Xp. Ms Word, Excel, Powerpoint, Quicken,
Adobe Photoshop And Illustrator, Internet Explorer, Outlook Express, Quark , Google Suite And Much More.

Skills

Sales Software: Salesforce.com, TapScan Public Relations Software: Bacon's Mediasource, Factiva
Desktop Publishing Software: Photoshop, Illustrator, HTML, Quickbooks, Turbo Tax, Intuit, Online Platform
BlackBoard, Smartfox, Peak , Fuel Ed, Schoolmint, Canvas, Social Media Marketing, Business Marketing and more

References Available Upon Request