

Celisse Nash

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Professional Summary

Detail-oriented and resourceful professional with extensive experience in customer service, claims processing, and administration. Adept at resolving customer complaints, managing sensitive documentation, and ensuring regulatory compliance. Skilled in various software platforms including Yardi and SharePoint, seeking to apply strong organizational and interpersonal skills to a challenging new role.

Skills

Technical Skills

Microsoft Office 365 & Teams
SharePoint
Yardi Software
Smartsheet's
NICE/IXE, Fieldglass

Professional Skills

Customer Service & Complaint Resolution
Employee Training
Research & Data Verification
De-escalation
Case Note Documentation

Administrative Skills

Quality Control
Schedule Management
Delinquency Management
Event Security & Safety
Cash Handling (POS)

Professional Experience

Supplemental School Assistant | Champs 4 Life | Sacramento, CA | Nov 2024 – Jun 2025

- Provided academic support and homework assistance to a diverse group of elementary-aged students, reinforcing learning concepts in subjects like math and reading.
- Developed and led engaging educational and recreational activities, promoting social skills, teamwork, and creative expression.
- Supervised students to ensure a safe, structured, and inclusive after-school environment, proactively managing group dynamics and addressing behavioral issues with positive reinforcement.

Customer Service Representative | Manpower (for SHRA) | Sacramento, CA | Mar 2024 – Jul 2024

- Managed resident relations, processed incoming rent payments using Yardi, and addressed inquiries.
- Conducted property inspections to identify maintenance needs, safety hazards, and lease violations.
- Prepared and delivered official notices, including lease violations and 3-day/30-day notices.
- Coordinated the annual income certification process for new and existing residents, from scheduling appointments to filing all final documentation.

Claims Adjuster | Manpower (for MAXIMUS) | Remote | Jan 2022 – Jan 2023

- Reviewed and adjudicated employer protests of unemployment claims in accordance with California EDD guidelines.

- Contacted employers to verify information, resolve discrepancies, and gather critical documentation.
- Analyzed case details to determine protest status and accurately process claims for payment or denial.
- Maintained detailed and confidential case notes for all claimant and employer interactions.

Event Security | The Golden 1 Center | Sacramento, CA | Oct 2019 – Sep 2021

- Managed the assignment of security personnel to designated posts, ensuring all patrol and protection requirements for large-scale events were met.
- Interpreted and enforced security rules and safety regulations for both staff and visitors.
- Observed, documented, and promptly reported all irregularities to senior leadership.
- Collaborated with law enforcement and subject matter experts to effectively resolve unique security issues.

Front End Coordinator | Party City | Sacramento, CA | Sep 2013 – Aug 2019

- Oversaw front-end operations, including processing POS transactions, refunds, and exchanges.
- Addressed and resolved customer questions and concerns, ensuring a positive shopping experience.
- Maintained cleanliness, organization, and stock levels of the front-end and sales floor areas.

Education & Certifications

- **IREM Sacramento Valley Foundation RENEW Program Certificate of Completion | 2025**
- **Medi-Cal Peer Support Specialist Training | 2025**
- **State Certification | *Pending, 2025***
- **Certificate of Completion, Early Childhood Education | 2021**
- **Certificate of Completion, Medical Administrative Assistant | 2011**
- **High School Diploma | 2002**