

K Nicole Sage

(469) 996-7233 | knicolesage@gmail.com | Springfield, Missouri | [Showcase By Sage](#)

Summary

CAP-certified Administrative Professional and tech-savvy problem solver with a passion for continuous improvement and emerging technologies. Proven ability to streamline office operations, enhance productivity, and support senior leadership through strategic use of modern tools and systems. Skilled at identifying workflow inefficiencies and implementing digital solutions that drive results. Recognized for adaptability, creativity, and a proactive, solutions-oriented mindset. I am dedicated to making valuable contributions and advancing the organization's goals with efficiency and innovation.

Education

Bethel School of Technology, Redding, CA
UI/UX Design Certificate

Missouri State University, Springfield, MO
B.S. in Fashion Merchandising & Design

Certification

International Association of Administrative Professionals (IAAP), Certified Administrative Professional (CAP),

Skills

Executive-Level Support
Conflict Resolution and Problem Solving
Task Prioritization and Time Management
Operational and Administrative Leadership
Calendar, Travel, and Meeting Coordination

UI/UX Design with HTML & CSS
Data Extraction, Analysis, & Reporting
Project Coordination & Status Tracking
Adobe XD, Photoshop, Figma, & Illustrator
Microsoft Office Suite & Google Workspace

Employment

Missouri State University Engagement and Alumni Relations, Springfield,
Missouri Administrative Assistant II July 2024 - Current

- Manage financial control of departmental accounts, delivering accurate, real-time income and expenditure data to program directors for improved budget decision-making; identified inefficiencies in expense reporting and introduced streamlined forms for invoiced expenses and procurement card transactions, reducing processing time and increasing visibility.
- Developed and implemented a digital finance tracker that allowed directors to categorize and monitor expenses, supporting strategic resource allocation and alignment with university goals.
- Oversee logistics for the Travel Bears alumni travel program, including traveler communications, marketing collaboration, virtual info sessions, and personalized gift distribution.
- Redesigned the Travel Bears logo and partnered with vendors to produce unique promotional materials, enhancing program branding and participant engagement.
- Served as planning coordinator for Missouri State University's annual Bears of Distinction Alumni Awards, managing vendor contracts, audiovisual integration, honoree accommodations, and budget tracking.
- Support event planning for multiple programs by coordinating venues, contracts, catering, invitations, agendas, brochures, and participant communications.
- Assist the Executive Program Director with scheduling, meeting coordination, and travel arrangements.
- Organize digital filing systems, handle procurement of equipment, services, & supplies.

The Designer Sage, Springfield, Missouri

Graphic & UI/UX Designer March 2020 - Current

- Designed official logos for small businesses using Adobe Illustrator, delivering versatile brand assets for print, web, and social media.
- Created custom websites by leading client meetings, presenting UX research and wireframes, conducting usability tests, and delivering functional, user-centric designs.
- Conducted qualitative and quantitative user research, including interviews, surveys, and card sorting, to inform design decisions and optimize user journeys.
- Designed and presented interactive prototypes using Adobe XD, Figma, and Sketch, ensuring client alignment and a seamless user experience across platforms.

USAA, Springfield, Missouri

Customer Service Representative I April 2021 – November 2023

- Company Overview: Military Banking & Insurance Company
- Managed incoming communications from customers, conducted research to provide answers, and resolved customer inquiries. Provided credit card maintenance, security, and fraud servicing.

Active Network, Dallas, Texas

E-commerce Operations Specialist August 2019 - January 2020

- Spearheaded the launch of a new online refund product, resulting in a 100% increase in digital revenue and improved transaction efficiency. Monitored CRM data to identify customer experience pain points; collaborated with teams to implement technical solutions with an 85% resolution success rate.
- Supported continuous optimization of post-purchase workflows, ensuring seamless user experience and reducing support inquiries.
- Established a value-add partnership with a Meditation and Wellness App to enhance customer retention and increase brand engagement for client offerings.

Macy's NorthPark Center, Dallas, Texas

Sales Supervisor June 2019 - August 2019

- Boosted children's department sales by 25% within the first month by enhancing merchandising strategies, coaching associates on customer engagement, and implementing effective loss prevention measures. Recognized by the regional director for significantly improving sales and departmental performance during a quarterly visit.
- Supervised and motivated a team of 15 sales associates, providing ongoing coaching, resolving team and customer conflicts, and ensuring consistent execution of sales floor standards.

Doxa LLC, Dallas, Texas

Account Manager; Operations Manager April 2017 – January 2019

- Engaged, acquired, and managed 100+ residential and commercial accounts, driving revenue growth and client satisfaction for AT&T.
- Led and trained a back-office team of 3, overseeing customer service, sales operations, and internal event planning to boost team engagement and efficiency.
- Developed a comprehensive sales KPI tracking system to monitor performance, identify improvement areas, and support a data-driven revenue strategy.