

Nikki Bollman

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Education

- **Poynter ACES Introductory Certificate in Editing** completed May 2023
- **Proofreading 101 and 201** from Editorial Freelancers Association
- **Copyediting: Beginner & Intermediate** courses from the Editorial Freelancers Association
- **Bachelor of Arts in English and Spanish**, University of Minnesota Duluth, 2008

Experience

Fiction Writer and Independent Publisher, 2014-Present

- Writes and publishes fiction in fantasy genre in e-book and print formats, with five published fantasy novels and one short story collection.
- Launched and ran two successfully funded Kickstarter campaigns for most recent two novels.
- Proofreads novels for other independent authors using Track Changes in Microsoft Word.
- Creates covers and promotional graphics in Affinity Publisher and formats novels and short stories in Vellum software.

Application Processor, University of Minnesota Duluth Office of Admissions, Duluth MN, 2018-2023

- Revamped international application process, creating thorough documentation in Google Docs, allowing international applications to be evaluated in a consistent manner and facilitating communication between applicants and international admissions counselors.
- Became the campus expert in evaluating international secondary and post-secondary school transcripts for authenticity and admissibility into the college, utilizing the AACRAO Edge database to convert grades and verify documents as official transcripts or graduation certificates.
- Created new process for issuing electronic immigration documents for international admitted students as the Designated School Official and ensuring that electronic communications and issuance of documents adhered to ICE/DHS regulations.
- Evaluated over 10,000 new and transfer student applications for admission each year and performed data entry and corrections with a high degree of accuracy and attention to detail.
- Entered transfer credit for over 5,000 college transcripts each year for incoming freshmen with college credits earned during high school.
- Became the go-to staff member for communicating complex technical issues related to the application process, receiving documents and transcripts from third parties, and investigating problems and glitches within the application and database software.
- Contributed to creation of new application evaluation process within Slate, software that the admissions office adopted after moving from using Salesforce as its CRM and ImageNow/Perceptive Content as its document imaging software.

Information Specialist, University of Minnesota Duluth Continuing Education, Duluth MN, 2016-2018

- Compiled and proofread blog posts, website copy, email communications, and social media posts using software and platforms such as WordPress, Constant Contact, and Buffer.

- Built and configured non-credit course offerings in Destiny One, the U of MN's proprietary registration software for non-credit courses.
- Proofread course listings to ensure accuracy in all details such as prices and dates.

Customer Service Staff & Class Instructor, Yarn Harbor, Duluth MN, 2015-2016

- Communicated and built relationships with customers in person and over the phone to help determine and meet their needs for pattern and yarn selection.
- Taught formal classes in knitting and weaving as well as teaching skills one on one with walk-in questions.
- Used Constant Contact and Facebook to contribute to shop's customer relationships and social media presence.

Preschool Teacher, Happy Time Daycare, Duluth, MN, 2013-2014

- Taught a group of 11 preschool students. Planned lessons and implemented activities daily.
- Collaborated with director, other teachers, and parents to provide a rich curriculum for students.
- Connected and deepened relationships with families of children in my group through in-person conferences twice per year.

Program Coordinator, Myers-Wilkins Community School Collaborative, Duluth MN, 2012-2013

- Planned and developed programming for The Art & Science of Us, an after-school program for 50 students in grades 3-5 at two elementary schools.
- Recruited and supervised a staff of instructors and volunteers.
- Promoted and publicized the program to students and parents at both schools by writing brochures, fliers, and signup forms.

Destination Imagination Coordinator, Congdon Park Elementary, Duluth MN, 2011-2013

- Began and coordinated Destination Imagination after school program at Congdon Park Elementary for two school years.
- Promoted and publicized program to students and parents by writing and distributing brochures.
- Collaborated with regional Destination Imagination coordinator to host informational events.
- Recruited parent and community volunteers to lead Destination Imagination teams.
- Increased participation in the program from 35 children to over 70 children the second year.

Afterschool Coordinator & Student Success Advocate, Congdon Park Elementary, Duluth MN, 2011-2012

- Created and coordinated a new program of afterschool enrichment activities at Congdon Park Elementary.
- Recruited over 50 volunteers to teach classes, tutor, and mentor through a partnership with the Office of Civic Engagement at the University of Minnesota Duluth.
- Promoted and publicized the program to parents, school staff, and potential volunteers by writing and posting brochures and fliers.
- Planned and implemented special events such as family nights and volunteer events.