

# Nicholas Loudermilk (he/him)

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## Education

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August 2017 – May 2021      **The University of Georgia**      Athens, GA  
Management Information Systems, BBA      GPA: 3.52 | Major: 3.88 / 4.0  
Certificate in Personal & Organizational Leadership  
**Leonard Leadership Scholar**, *Institute for Leadership Advancement*  
Participated in a highly selective 2-year leadership program designed to enhance leadership capabilities and knowledge through academic coursework, community service, team building, and a service-learning project.

## Consulting Experience

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July 2021 – Current      **Management Consultant** | Credera      Dallas, TX  
• Credera solves challenging strategy and management problems, identifies new opportunities for growth and change, and implements unique solutions to help organizations achieve incredible results.

January 2019 – November 2020      **Team Lead** | Moultrie Transportation Project      Athens, GA  
[nicholasloudermilk.com/portfolio/moultrie](https://nicholasloudermilk.com/portfolio/moultrie)  
• Worked with a rural Georgia city to address the need for public transportation where 70% of healthcare appointment cancellations were caused by a lack of access to transportation.  
• Designed a paid bus system consisting of 4 routes along with municipal budget recommendations.  
• Conducted site visits and administered an electronic Qualtrics survey to gauge community buy-in. Presented to Colquitt County city council via Zoom at the conclusion of the project.  
• Created a website to serve as a compilation of findings, data, and deliverables for future stakeholders.

January 2020 – March 2020      **Process Improvement Consultant** | Bulldog Basics      Athens, GA  
[nicholasloudermilk.com/portfolio/bulldogbasics](https://nicholasloudermilk.com/portfolio/bulldogbasics)  
• Developed a secure and scalable web platform for Bulldog Basics at UGA - an organization which provides discreet delivery of personal hygiene products to over 3,000 students yearly.  
• Implemented a new operational model using LEAN concepts which decreased cycle time by ~40%, saving a potential of up to 1,000 labor hours in a year and enabled students to select products based on real-time stock.  
• Provided 10 tutorial videos and follow-up support to ensure success of the new e-store format.

## Other Experience

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March 2017 – August 2020      **Certified Grand Opening Trainer** | Chick-fil-A, Inc.      Various Locations, US  
• Trained over 20 teams across the country in proper procedures for daily operations.  
• Developed and improved dozens of customer-facing, kitchen, and administrative systems which decreased labor costs by up to 50% and increased guest satisfaction ratings.  
• Created several personalized development plans to mentor and develop team members into leaders. Saw improvement within these team members within the first week of implementation.

November 2020 – May 2021      **Team Member** | Target      Athens, GA  
• Delivered remarkable service for hundreds of guests' daily at the service desk by processing returns, resolving issues, and assisting with loyalty programs.  
• Engaged in conversations with corporate leadership to drive change around same day ordering services.

August 2020 – December 2020      **Owner** | Fly High Media, LLC.      Athens, GA  
• Founded and funded a Georgia LLC and received FAA Certified Remote Pilot's license for commercial flying.  
• Captured and edited footage of real estate, restaurants, and landscape for clients using industry-standard tools.

## Skills & Certifications

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Certifications      • LEAN / Six Sigma Yellow Belt      • FAA Certified Remote Pilot  
• Braze Marketer & Administrator      • Salesforce Trailhead Training

Proficiencies & Coursework      SQL, Java, HTML, CSS, Oracle Dashboards, Qualtrics, Trello, Public Speaking, Adobe Creative Suite, WordPress, UX/UI, Guest Service, SCRUM, Sprint Planning, AWS, Show Production, Social Media Marketing