

Nathan C. Burtzlaff

Email: nate.burtzlaff@gmail.com

Phone: (216) 905-3882

LinkedIn: linkedin.com/in/nate-burtzlaff/

Professional Experience:

Paycor Inc. – Lakewood, Ohio (remote)

August 2023-February 2024

Customer Advocate – Payroll

- Managed client concerns and technology issues with Paycor's Perform software navigation and issue resolution via phone, email, and chat
- Reviewed client's pay-runs prior to submission to ensure accuracy
- Set up earnings, deductions, accrual plans, and time-off plans for clients and individual employees
- Trained clients on new software features and updates prior to releases in order to prevent disruption of service and ensure smooth processes

Ahola HR Solutions/Payroll – Brecksville, Ohio

November 2021-June 2023

Business Development Specialist

- Developed sales leads using CRM platforms and other resources/methods
- Built and maintained relationships with existing clients regarding new products, quarterly promotions, and upselling opportunities for new sales of services and products
- Recognized for consistently meeting and exceeding weekly, monthly, and quarterly quotas set by management
- Assisted in social media marketing campaigns and generated new/various creative marketing plans to test
- Worked on pre-sales for deals that resulted in signed contracts at over \$20,000 during my tenure

Fastenal Company – Streetsboro, Ohio

May 2019-March 2020

Sales Support

- Provided support and service to customers and accounts
- Supported and worked with company sales representatives
- Created quotes and invoices for customers and accounts
- Received, managed, and shipped branch inventory to customers and other branches

Intern/Student work:

The Kent Stater (Kent State University student newspaper) – Kent, Ohio

August 2018-May 2019

Beat reporter for Graduate Studies/Research, and Transportation-related news and issues

- Generated and wrote content that impacted or influenced the campus and community of Kent, Ohio
- Interviewed students, faculty, and external sources on issues related to articles, beats, and social content
- Edited the work of colleagues and provided constructive feedback on articles and stories

Lakewood Municipal Court – Lakewood, Ohio

June 2018-August 2018

Deputy Clerk (Student Intern) for the court's criminal/traffic divisions

- Processed ticket payments and paperwork for violations and lawsuits and entered relevant data into court tech systems

Kent State University Residence Services – Kent, Ohio

August 2016-May 2017

Resident Assistant

- Supervised two floors of freshmen and sophomore level students (60+), while creating a collegiate community
- Assisted residents through conflicts and challenges related to university life
- Managed the residence halls' social media accounts (Facebook and Twitter)

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Education:

Kent State University – Kent, Ohio

Graduated August 2020

- *Bachelor of Arts in Communication Studies and a Minor in Marketing*
- *Certificate of Professional Sales*

Relevant coursework: Consumer Behavior; Digital Marketing; Social Media Marketing; Strategic Writing for Effective Communications

References furnished upon request